



a year in review 11/12
ISSUED MARCH 2012


NARPACA
NORTHERN AUSTRALIA'S LIVE
ENTERTAINMENT CIRCUIT



Soweto Gospel Choir
- African Grace



Cover image: Circus Oz

President's Report

From both an operational and strategic perspective, the last 12 months has seen NARPACA play a leading role in the delivery of quality arts experiences to regional communities and the professional development of the performing arts sector. From a state perspective, NARPACA has continued to work with Queensland's major performing arts companies in developing a three year plan for the touring of small and large scale works to regional communities. NARPACA also welcomed the initiative by QPAC in delivering new digital simulcast experiences to regional Queensland audiences while the continued financial support of Arts Queensland in funding NARPACA's Executive Officer ensured that organisational aspirations were identified and delivered.

In regards to touring, the 2011 year began with the Queensland Showcase which featured 22 producers pitching 30 productions over two days. The Showcase was a success, however lengthy delays

in the tour development process proved frustrating for NARPACA members. During this time, NARPACA worked with arTour in addressing implementation challenges that are often inevitable during a transitional stage. As a result of these efforts, it is with a sense of optimism that NARPACA looks forward to the 2012 Queensland Showcase and the tour development process for 2013.

Nationally, NARPACA met with PATA, APACA, other state performing arts peak bodies and the Blue Heeler network to discuss the national touring frame. A lack of clarity around the PATA Service Fee, the absence of closed door discussion sessions for presenters and the uncertainty around the financial future of the Blue Heeler network were identified as common national issues. Equally, the need to cultivate the presenter/ producer relationship and the value that PATA would provide to the touring sector were recognised as key future success factors.

Values

*Information sharing and networking
Equitable access to professional development
Advocating for member priorities*

Vision

NARPACA will collectively deliver performing arts experiences to Northern Australian audiences.

Another critical contributor to a healthy touring ecology are the venues in which product is presented. To this end, NARPACA was delighted to see the roll out of the Regional Infrastructure Grants Program (RIG) for a second year. The focus in year two was regional galleries and NARPACA members who had not received funding in year one. In total, eight regional NARPACA members received \$401,790 to support venue upgrades.

NARPACA's commitment to industry developments beyond the bricks and mortar was evidenced through the delivery of key industry events. The NARPACA Technical Conference returned to the regions in February 2012 with over 30 delegates making the trip to Cairns. The use of surveys throughout the year provided valuable in developing an agenda that was reflective of member needs and changing industry regulations. I would like to acknowledge the efforts of past President John Kelly and his committee in the delivery of the event and the continued strengthening of the Technical Network. I would also like to welcome newly appointed President Tim Panitz and his committee as they seek to build on the great work already done.

Moving to the front of house, the NARPACA Ticketing Professionals Conference

made its return to Melbourne in February 2012 with more than 160 delegates from Australia, New Zealand, Asia, USA, Canada and Israel gathering to hear from national and international speakers. This year's theme "Technology, New Opportunities for Engagement" explored a variety of topics including selling tickets through social media, mobile transactions and customer data management. To support conference attendance, Arts Queensland provided travel assistance via the Go Learn Fund which covered the travel costs for conference "first timers" from six NARPACA venues. Tickets.com once again came onboard as the Platinum Sponsors and I would like to thank General Manager David Borg for his continued support. Under the leadership and direction of Conference Producer and Organising Committee Chairman Tim Roberts, the conference has become the leading event on the ticketing calendar for the Australasian region. I would like to thank Tim and the members of the Conference Planning Committee for their efforts.

Behind the scenes of NARPACA is a very small team of committed individuals who continue to go above and beyond in not only serving NARPACA members but also furthering the advancement of the performing arts sector at a state and national level. This contribution is

often unseen but remains the lifeblood on which NARPACA exists. I would like to thank Suzan Williams, Executive Officer and Helen McGuire, Executive Assistant. Both have played a critical role in driving the key strategic projects of the organisation and supporting the various NARPACA subcommittees and their related activities. I would like to thank my fellow committee members who serve on the Executive Committee, Technical Committee and Ticketing Conference Organising Committee. All give their time and expertise freely. In particular, I would like to acknowledge outgoing Executive Committee Members Ann-Marie Ryan and Lisa Trevellick who both stepped down this year after having served NARPACA faithfully and diligently for many years.

Finally, I would like to thank the NARPACA members who ensure that the unique needs of their individual community continue to strengthen the collective efforts of Australia's largest touring network.



Destry Puia
NARPACA President



Pilbeam Theatre, Rockhampton



Queensland Performing Arts Centre, Brisbane



Empire Theatre, Toowoomba



Ticketing Conference
Vendor Training Session

8th NARPACA Ticketing Professionals Conference

Melbourne 20 – 22 February 2012

The 2012 NARPACA Ticketing Professionals Conference and Trade Show continued to build on the success of seven previous events attracting a record attendance of more than 160 ticketing and marketing professionals from Australia, New Zealand, countries in Asia, USA, Canada and even Israel.

The theme “TECHNOLOGY: New Opportunities for Engagement” appeared to resonate with box office and marketing people around the region with a sell-out conference with a waiting list.

The conference theme and its importance were put in context by the Organising Committee Chairman and Conference Producer Tim Roberts:

“Technology is evolving quickly. As a result, the traditional box office managers’ role has changed and will continue to do so.”

The Box Office used to fall under finance or operations, but increasingly the box office is falling under, or near, marketing. It is now less about processing anonymous transactions and more about facilitating ongoing relationships. The Box Office is increasingly involved in marketing strategy and implementation (at least) in the form of communication and service. It is a very important source of information on the response to pricing, impact of promotion, customer feedback and service delivery, as well as feedback on the ‘product’ offered.

Box Office is now an Information resource rather than just an order processor.

Ticketing is evolving rapidly to a variety of platforms for online transactions and self service. Just look at music, books and travel; self service is becoming the norm. Hence, it is important to look for the “value-adds” and service enhancements. Other new technological initiatives are also increasingly reaching into the role of ticketing: web, email, social media and mobile devices.

So, it is essential that box office staff evolve and up-skill or they may not have a role in the future. In addition, with increasing self service there must come a reduction in staff with the traditional skills (e.g. phone rooms are smaller and less important), so acquiring new skills and knowledge is vital. The professional development goal of the conference is to equip Box Office people accordingly.”

The stimulating program featured workshops, case studies, presentations and a panel discussion with national and international experts including:

- Devon Smith, Threespot (USA)** – Social Media does not sell tickets!
- Miles Lasic, Google Australia** – GOOGLE: New Developments for Entertainment & Ticketing
- Stuart Buchanan, The Nest** – MOBILE TRANSACTIONS: Are you ready?

Clare Wolfensohn, Rugby World Cup NZ 2011– Ticketing a major event and the role of online

Rebekah Campbell, Posse.com – The Potential of Social Media in Ticketing

Paul Buchanan, PayPal – MOBILE TICKETING: The “cashless” concert. No cash, no paper tickets, no problems.

Suzanne Daley of Live Performance Australia provided a valuable overview addressing the hot topic “Customer Data Sharing – is it possible?” The conference wound up with a panel discussion with invited CEO’s of major ticketing system vendors which challenged delegates in a thought-provoking session on “VIEW FROM THE TOP: Where is technology taking ticketing and what is in it for us?”

As in previous years, delegates enjoyed the relaxed conversational format of the World Café lead by John Paul Fishbach during which the buzz of over 30 different conversations all at once was exciting as was the wealth of valuable ideas and opinions generated.

The first day of the conference was once again dedicated to training and skills development in the use of ticketing systems, with vendors taking advantage of having so many box office professionals in the same location.



World Café



NARPACA Delegates



Conference Welcome Function



Rebekah Campbell
- Posse.com

The exciting keynote by Devon Smith was brimming full of relevant research and described as trying to drink from a firehose. A cocktail party on the first night and the formal conference dinner at The Point on Albert Park Lake provided relaxed opportunities for face-to-face networking where delegates were able to develop new relationships and catch up with colleagues. In concert with the conference theme, social media, including Twitter and Facebook, added a virtual buzz to the conference - it was embraced by delegates and played a major role in building connections and will help keep the dialogue going long after the conference is over.

In addition to a delegation from Queensland, the event's Melbourne location attracted significant support from delegates from Victoria and New South Wales. Other states saw increases from previous years and it was great to see strong and growing support from New Zealand delegates. VAPAC supported the conference again this year with a variety of bursaries for first time delegates. Similarly, Arts Queensland and NARPACA through the **Go Learn Fund** supported six venues by subsidising nearly ten staff to attend.

In keeping with the technology theme, the conference has a strong presence on Twitter (@TixProf and #TixProf) with 423 followers and Facebook (<http://www.facebook.com/TicketingProfessionals>) with 471 followers and we had a Mobile App sponsor this year, Twoppy.com (<http://m.twoppy.com/tixprof>).

The Conference Trade Show offered eight leading system vendors and delegates the opportunity to share, discuss and demonstrate recent advances in ticketing systems and services. Several of the vendors entered into the spirit of the event with competitions. Tickets.com offered one winner subsidised conference registration, travel and accommodation to the value of \$2,000. Enta Ticketing Solutions offered a prize of tickets for two to the 2013 Australian Open with accommodation and AudienceView gave away an iPad to a lucky conference delegate.

At 50% of income, sponsorship provides a major level of subsidy for this conference. The conference would be unsustainable for NARPACA and unaffordable for the majority of arts venues and organisations without such strong support from ticketing vendors. For this reason, the tradeshow is an increasingly important part of the whole event as a major income centre and the attendant training day provided by the sponsors is also a major incentive for delegate registrations.

Thanks to Platinum Sponsor, **Tickets.com** which also provided an Internet Café for the duration of the conference. Thank you also to Gold Sponsors: **Tessitura Network, Enta Ticketing Solutions, TicketServ Asia Pacific** and **Foxtix** and to Silver Sponsors: **House of Tickets, AudienceView** and **SeatAdvisor**. **Arts Victoria** supported Stuart Buchanan's visionary presentation on Mobile Transactions and media partner, **Australasian Leisure Management** helped spread the word about the conference.

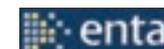
David Borg, General Manager – Asia Pacific of Platinum Sponsor Tickets.com explains the value they receive from being the Conference's longest sponsor, stating *"the NARPACA Ticketing Professionals Conference is by far the most comprehensive congregation of ticketing people in the country, providing a chance to discuss industry developments with peers and clients in one location. The collaborative approach and honest discussion make this event a must do in my opinion."*

2012 Ticketing Professionals Conference

Platinum Sponsor



Gold Sponsors



Silver Sponsors



Supporting Partners



Media Partner





NARPACA Technical Managers' Conference Cairns 29 Jan – 1 Feb 2012

2012 saw the NARPACA Technical Managers' Conference fulfill the long-held promise to hold the event in Cairns. The Cairns Civic Theatre proved to be a wonderful host and over 30 delegates enjoyed all that the tropical city had to offer. Site visits to The Tanks Arts Centre and The Centre of Contemporary Art were highlights with recent renovations to both venues of keen interest to attendees. It is a credit to all NARPACA members that the meeting could be held in Cairns, ensuring the "R" in NARPACA is as strong as ever.

The meeting was well focused due to the excellent work of the previous committee. The use of surveys throughout the year to guide the development of the agenda ensured that members interests were at the core. As always the burden of keeping up with the changing regulatory landscape took up much of the conference agenda. This year, delegates enjoyed a presentation and discussion by a Queensland Workplace Health & Safety Inspector on the new

nationally harmonised Work, Health & Safety Laws and Regulations. The "Q&A" session that followed was valuable and an effective way to advocate to government on unique industry issues.

Support from key sponsors was critical to the success of the conference. Specialised Stage Engineering, LSC Lighting Systems and JANDS all presented informative sessions on a range of pertinent topics. These items were extremely well received especially the session on the changeover of the Digital TV spectrum, an issue that touches every venue in some way.

INAPAC and VAPAC Technical Managers again saw the worth in supporting the network and certainly provided valuable input into the wider discussion. In the key area of WH&S, there are moves afoot to work with these groups in developing "Industry Guidelines" for certain tasks that happen every day on stages around the country. This is an encouraging

development towards ensuring that future regulatory changes are informed from within the industry sector.

It may have taken over 20 years to reach Cairns, but from the successes of this year and the strong support within the network, I am sure we will be back in Far North Queensland in no time.

Tim Panitz

Chairman - NARPACA Technical Managers' Committee

Sponsors





Flamenco Fire by Red Chair

2012 - 2014 NARPACA Strategic Plan

With 2011 being the final year of the current Strategic Plan, NARPACA undertook consultation with its members to identify clear priorities for the next 3 years. Following this, the Executive Committee conducted a strategic planning day at Logan Entertainment Centre to develop

the draft 2012-14 Strategic Plan. This draft plan has been completed and will be presented to the members at the 2012 conference for adoption. Greater access to affordable quality touring product, conducting industry benchmarking, ongoing professional development for members and

increasing online and in person networking opportunities continue to be priorities whilst improving governance structures, developing an organisational digital environment and providing clear indicators of audience demand are newly identified priorities.

Go Learn

The Go Learn Fund is a targeted development initiative of NARPACA and Arts Queensland that provides travel assistance and a registration fee discount for NARPACA members attending the NARPACA Ticketing Professionals Conference when it is held interstate. It was originally introduced in 2010 to support attendance to the Sydney conference. In 2012, the Go Learn Fund

was reborn to support the attendance of "first-timer" NARPACA members to this year's Ticketing Professionals Conference in Melbourne. Six NARPACA venues received \$600 each towards travel costs for their box office / marketing staff to attend in addition to a 23% saving on delegate registration fees. The 2012 recipient members were;

- Cairns Civic Theatre
- Judith Wright Centre of Contemporary Arts, Brisbane
- Lake Kawana Entertainment Centre
- Mackay Entertainment and Convention Centre
- The Events Centre, Caloundra
- The J, Noosa

NARPACA Executive Staff

Throughout 2011/12, NARPACA continued to employ two part-time positions to support the Association's objectives, activities and member services. In May 2008, Helen McGuire joined NARPACA as Executive Assistant and currently works two days per week providing membership,

administration and finance support services. In October 2010, Suzan Williams was appointed Executive Officer working 20 hours / three days per week (Tues – Thurs) and is responsible for delivering the strategic objectives and agreed outcomes for the organisation.



NARPACA gratefully acknowledges the generous support of Arts Queensland throughout 2011/12.



Queensland Touring Showcase 2011

arTour - www.artour.com.au

One of NARPACA's industry members is arTour - the peak tour coordination body in Queensland supported by the Queensland Government through Arts Queensland. At a state level, arTour aims to provide regional and remote Queensland communities with access to performing arts experiences on a community demand basis. At a national level, arTour houses a dedicated Queensland Blue Heeler and works to coordinate touring projects via the national touring network with Queensland producers and national presenters.

HIGHLIGHTS 2011

arTour collaborated with communities in delivering eight state tours and 133 performances in 51 locations from the eastern seaboard to the Cape and Gulf Country, west to Mount Isa and Quilpie and south to NSW border towns. Additionally arTour managed Opera Queensland's state tour of *Waltzing Our Matilda* which performed in 9 communities. Nationally arTour delivered shake & stir theatre co's *Statespeare* - coordinating 40 performances

and workshops in 15 communities across four states.

The 2011 state touring program encompassed many flood affected communities and extra resources were allocated by the State Government to assist the recovery process through arts participation, enabling all performances and workshops in the state program to be presented at no performance fee to the communities.

arTour delivered the Queensland Touring Showcase 2011, with 22 producers pitching 30 productions to a room of 125 participants. The Showcase included information sessions and networking opportunities to promote industry development and facilitate dialogue between presenters and producers. The Showcase was supported by venue partner The Judith Wright Centre of Contemporary Arts and function sponsor NARPACA.

arTour delivered the Long Paddock Touring Forum with the support of venue partner

The Arts Centre Gold Coast and function sponsors NARPACA and TryBooking. 28 Australian production companies, including eight Queensland producers, pitched 30 productions to 191 participants and observers over two days. With the support of Arts Queensland, arTour also presented a sneak peak of what else Queensland has on offer with Sunshine EXPOSure - the under-brellas event.

Research, with a particular focus on audience demand is central to arTour operations. In 2011 a major research project digging deeper into the issues and trends identified by the Australia Council's *More Than Bums on Seats* project was undertaken. In addition over 950 audience exit surveys were collated. Results of this research and case studies arising from the touring program will be displayed on the arTour website.

In 2012, arTour will host the Queensland Touring Showcase on 15 & 16 March at the Judith Wright Centre of Contemporary Arts.

Theatre Touring Partnership

Regional audience access to Queensland's major funded performing arts companies (Queensland Symphony Orchestra, Queensland Ballet, Opera Queensland, Queensland Theatre Company) continues to be a priority for both NARPACA and the major companies themselves. With this

objective in mind NARPACA, in consultation with the major companies, arTour and Arts Queensland developed the draft Touring Partnership Program (TPP). This model is a 3 year plan that identifies the spread of touring by genre and scale of works. The TPP is designed to complement the funding

process and tour development timelines for the Queensland Showcase and Long Paddock. Continued discussion with the majors is expected to occur in 2012 with a view to 2013 being the proposed first year of implementation.



Vienna Philharmonic Orchestra

Vienna Philharmonic Orchestra live simulcast

In October 2011, the Queensland Performing Arts Centre (QPAC) presented the world renowned Vienna Philharmonic Orchestra. In a first for the state, QPAC partnered with six regional NARPACA performing arts centres to deliver a live concert experience simultaneously to audiences across Queensland.

More than 3,700 people in Cairns, Gladstone, Mackay, Rockhampton, Mount Isa and Townsville experienced the sights and sounds of this acclaimed orchestra at the same time as Brisbane audiences. The event achieved 71% capacity across the regional centres, with two centres achieving 100%. With a QPAC Concert Hall audience of 3 518, the live simulcast effectively doubled the number of people able to experience the Vienna Philharmonic Orchestra.

The participating centres included Cairns Civic Theatre, Gladstone Entertainment Centre, Mackay Entertainment and Convention Centre, Mount Isa Civic Centre,

the Pillbeam Theatre in Rockhampton and the Townsville Civic Theatre.

The live simulcast was delivered via satellite utilising infrastructure installed specifically for the project that will remain in regional centres for future simulcasts. The simulcast was hosted by ABC weather presenter Jenny Woodward and featured live interviews with Premier Anna Bligh and Professor Clemens Hellsberg, Chairman of the VPO.

The simulcast was offered free to all regional audiences and QPAC outdoor audiences. This was a condition of the VPO granting the necessary rights. The project was staffed by a QPAC team, a freelance team of 11 (including Producer, Director, Score Reader, camera operators) and a crew from Global TV (outside broadcast facilities) and Astralinks (satellite uplink). QPAC provided technical, marketing and publicity support to all centres based on individual requirements.

An audience survey was completed by 1,538 patrons across the state. 89% of those surveyed indicated they would recommend attending live simulcasts of performing arts events to others. 50% of audiences were aged over 55 years, with 16% aged under 34 years. The survey also focused on the degree to which audiences were absorbed in or had an emotional response to the simulcast. This work was influenced by research from the United Kingdom's National Endowment for Science, Technology and the Arts Beyond Live report as well as the work of WolfBrown in the United States.

Delivered as a pilot, this project was funded through the Australian and Queensland Governments. In 2012, based on the success of the Vienna Philharmonic Orchestra Live Simulcast QPAC will expand its network of regional performing arts centres linked via satellite technology with a view to sharing more performances and supporting the best in the arts for regional Queensland.



Cairns Civic Theatre VPO performance



Gladstone Entertainment Centre VPO performance



QPAC Concert Hall



April's Fool

Regional Stages

2012 is the final year of the three year Regional Stages project funded by Arts Queensland and the Australia Council for the Arts. The initiative provided joint funding of \$900,000 over three years for three NARPACA members to engage established producers to develop partnerships between selected Queensland professional and community based performing artists and groups, enabling them to create, present and tour their work more effectively to their own community, within Queensland and possibly nationally. The three successful recipients are listed below with an overview of their projects to date.

EMPIRE THEATRE, TOOWOOMBA

2011, the second year of Empire Theatres' Regional Stages Funding saw some great successes. The new full time Youth Arts Director position proved incredibly valuable and the Youth Arts program has expanded to include a number of regional classes and holiday programs. The instigation of an elite Youth Arts program, the IMPACT Ensemble has proven popular. A full year partnership with Lockyer District High School and an Arts Queensland Artist-in-Residence created wonderful outcomes to a school so wholly affected by the events of last January, culminating in a presentation at The Empire of their outstanding efforts.

A commitment to new work has continued with 'April's Fool' having made a successful

bid for tour funding and securing a nine week national tour. A successful partnership with UMBER Productions to premier the new work 'Water Wars' at the Oakey Cultural Centre provided locals with employment opportunities. The development of a new work 'Funny Boys' has engaged the skills of four local performers and is providing training for them in long term sustainable arts practice. An indigenous dance project produced through the year culminated in Bangarra's presentation with additional workshops. All of these activities as well as a number of smaller projects have both sustained and enlivened the local cultural scene and deepened and broadened the community's engagement with the performing arts in Toowoomba and the surrounding region.

CREATIVE REGIONS, BUNDABERG

Creative Regions partnered with the Queensland Youth Orchestras to present a reading of Act 1 of *The Crushing: A Gothic Opera* in September at The Moncrieff Theatre. 29 instrumentalists plus the QYO's conductor, John Curro, General Manager, Geoff Rosbrook and other support staff were involved along with 18 chorus and 4 soloists, making the total number of 48 musicians involved. The opera is in its final stages of composition now and Creative Regions will seek production opportunities for 2013 and beyond.

In August 2011, Banana Shire Council, Rockhampton Regional Council, North Burnett Regional Council and Bundaberg Regional Council partnered in the development of a new theatre work *Tales of the Underground* by supporting three playwrights in residence in three ex gold mining communities in Central Queensland. Three 30 minute plays written by Angela Betzien, Victoria Carless and Rod Ainsworth were read at the Brisbane Powerhouse as part of the World Theatre Festival in February 2012 and will tour regionally in June/July 2012.

Brisbane playwright Errol O'Neill was commissioned to research and write a full-length work marking the centenary of the 1911 Childers Strike. The play *Red Soil: White Sugar* features music by Childers local Tony Carey, a cast and crew of 80 (from teenagers through to octogenarians) and was a hit and played for three shows at the Childers Cultural Centre in October.

Rod Ainsworth is working with local radio personality and social history enthusiast Ross Peddlesden in developing a work responding to the issue of domestic violence. This work aims to be a 30 minute insight into the lives of victims and perpetrators based on transcripts of interviews undertaken in 2011.

Emerging Bundaberg composer, Nathan Cahill, was the recipient of a \$5,000 bursary to link him with mentor Ralph Hultgren from



Artspoken
L-R: Phil Brown and Dane Costigan
Paul Beutel Photography

the Queensland Conservatorium. Nathan has travelled to Brisbane to work with Ralph and has had one work premiered by a Brisbane brass band.

Rod Ainsworth was creative producer of the artistic program and welcome event for Arts Queensland's Artspoken Conference in October. The highlight of the program was a jam session between drummer Dane Costigan and local didgeridoo player Phil Brown as the closing of the first night of the Conference.

THE ARTS CENTRE, GOLD COAST

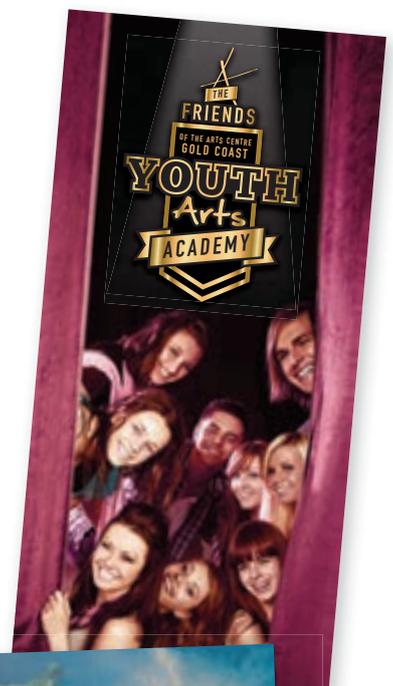
In the 2011 period – Regional Stages activity continues shaping and influencing the cultural template on the Gold Coast. Genuine community engagement continues with representation from the following groups: youth, disengaged youth, arts practitioners, local independent companies, Over 50s and robust industry relationships have been nurtured including partnerships with Opera Queensland, Queensland Theatre Company, and Dancenorth to deliver high quality reputable products and services. The program has sought collaboration with local partners, such as The Bleach Festival and The Surfers Paradise Festival which have provided additional leverage in funding through co-presentation/producing models.

“The Surfer and the Mermaid” is a collaboration between The Arts Centre Gold Coast and The Bleach Festival. This children’s/family piece has been developed from a book of the same title, photographed and written by locals. The project brings together a completely Gold Coast based team including director, composer and actor.

In 2012, through a combination of Regional Stages Funding, sponsorship from The Friends of The Arts Centre and user payment, The Arts Centre is delivering an outstanding Youth Program tailored for 8 – 24 year olds. Evolved from the previous Summer Musical model, this revised approach reaches greater numbers in participation and delivers tuition and mentoring from industry professionals sourced locally and from around the country. Programs, performances and projects are spread throughout the year and in combination will cater for more than 150 participants.

The highlights include:

- Musical Theatre Residency
- Dance Project
- Fill This Space Initiative
- Small Dances Big Stories
- QTC Residencies
- Youth Theatre Project





Mackay Entertainment Centre's Ice Skating Rink

Support for Regional Infrastructure

In March 2008 NARPACA began a long-term awareness campaign about the need in regional Queensland for a State Government funded Annual Cultural Infrastructure Fund. After two-years of raising awareness, NARPACA's hard work paid off when in August 2010, Arts Queensland launched the new Regional Infrastructure Grant

(RIG) Program to assist regional venues with redevelopments and upgrades which strengthen their capacity to deliver arts and cultural services and experiences to the people of Queensland.

In year one of the RIG Program (2010 – 2011) 11 regional NARPACA venues received

funding totaling \$757,140.

The focus in year two of the RIG Program (2011-2012) was regional galleries and NARPACA venues that had not received funding in year one of the RIG Program. 12 regional galleries were funded in addition to the following 8 regional NARPACA venues:

REGIONAL INFRASTRUCTURE GRANTS PROGRAM (RIG) FUNDING 2011– 2012

Venue name	Brief project description	RIG funding 2011 – 2012
Blackwater Civic Centre, Central Highlands Regional Council	Upgrading the stage lighting in the Blackwater Civic Centre.	\$106,000
Cairns Civic Theatre, Cairns City Council	Purchasing a radio microphone system and a new digital sound mixing desk.	\$70,000
Gladstone Entertainment Centre, Gladstone Regional Council	Replacing the moving lights in the auditorium.	\$76,000
Ipswich Civic Centre, Ipswich City Council	Purchasing lapel and headset microphones, and choir risers for live performances and choral events.	\$39,070
Lake Kawana Community Centre, Sunshine Coast Regional Council	Upgrading the venue's lighting and visual display facilities.	\$23,890
Proserpine Entertainment Centre Whitsundays, Whitsunday Regional Council	Upgrading the venue's audio and lighting equipment, and backstage dressing rooms	\$26,820
The J Theatre Noosa, Sunshine Coast Regional Council	Upgrading the venue's lighting and visual display facilities.	\$12,840
Townsville Civic Theatre, Townsville City Council	Purchasing and installation of a new digital sound desk.	\$47,170
Total for NARPACA venues		\$401,790

Information in this table supplied by Arts Queensland



2011 – 2012 Highlights

March 2011

NARPACA's Touring Committee met with Queensland's major companies to progress the "Touring Partnership Program".

NARPACA's AGM and Managers' Conference held in Brisbane. Creative Regions was welcomed as a new member.

22 NARPACA venues attended the 2011 Queensland Touring Showcase.

Major refurbishments to the Ipswich Civic Centre were completed including the installation of a lift, refurbished function rooms, kitchens and public facilities.

April 2011

Long Paddock held at member-venue, The Arts Centre Gold Coast.

NARPACA welcomed new member Lake Kawana Community Centre.

May 2011

Throughout 2011 Empire Youth Arts branched out into the wider Toowoomba area to bring a number of performing arts programs to regional students, including those living in the recovering Lockyer Valley regions.

June 2011

The Empire Theatre celebrated its 100th birthday with many centenary celebrations.

Francois Klaus resigned after more than a decade as Artistic Director of Queensland Ballet.

July 2011

The Federal Government pledged \$40 million over two years to build a performing arts centre as part of the Cairns Cultural Precinct.

The Mackay Entertainment and Convention Centre received three awards at the Mackay Isaac Tourism Awards including Outstanding Contribution by an Individual for the Tourism Industry awarded to General Manager, Mark Fawcett.

Past-President of NARPACA, Michael Bloyce, left his position with the Sunshine Coast Regional Council, ending a formal association with NARPACA spanning 20 years as a member including 15 years on the Executive.

August 2011

Round Two of the Regional Infrastructure Grant (RIG) program announced with eight NARPACA members receiving support to upgrade facilities and equipment.

Rockhampton chosen as one of two locations in Australia to take part in a new three-year program "Cultural Places" - a \$1.5 million investment in Rockhampton to boost cultural programming and provide increased opportunities for people to become involved in the arts.

Queensland hosted the second National Indigenous Theatre Forum, held as part of the Cairns Indigenous Art Fair.

September 2011

The Empire Theatre received funding from Playing Australia to tour its 2010 "Regional Stages" production of April's Fool nationwide.

The Pilbeam Theatre in Rockhampton was one of three finalists in the Australian Performing Arts Centres Association (APACA) Drover Award for "Presenter of the Year".

Yeppoon Town hall, which comes under Rockhampton Regional Council's Venues and Events unit, reopened as a state of the art community and cultural hub after a \$6.4 million refurbishment.

NARPACA bid farewell to a great contributor to NARPACA and to the touring circuit in far north Queensland, with the resignation of General Manager Susan Linde from Townsville Civic Theatre after 14 years.

A new four-year partnership between the Queensland Performing Arts Centre (QPAC) and Events Queensland to deliver the QPAC International Series was announced.

APACA Conference, Long Paddock and NARPACA Members meeting held at State Theatre Centre of Western Australia.

October 2011

The Judith Wright Centre of Contemporary Arts celebrated its 10th Birthday with a special reunion of artists and industry colleagues.

November 2011

Richard Fitzgerald, former General Manager at Her Majesty's Theatre in Melbourne, took over the reins at Darwin Entertainment Centre replacing Hamish McDonald who left in July after eight years at the venue.

The Australia Council for the Arts announced that Brisbane Powerhouse had been awarded the tender for the Australian Performing Arts Market 2014, 2016 and 2018.

Opera Queensland appointed new Executive Team of Artistic Director Lindy Hume and General Manager Russell Mitchell to replace outgoing Chief Executive / Artistic Director Chris J Mangin who resigned in October after 14 years.

December 2011

Federal Government review of the Australia Council for the Arts announced by Minister Crean.

Mackay Entertainment and Convention Centre transformed into "Ice-City" – a temporary ice-skating rink that attracted record attendances to the centre over four weeks.

The Arts Centre Gold Coast celebrated its 25th birthday on Tuesday 6 December. Special guest and past General Manager Kelvin Cordell joined the official proceedings.

APACA announced Darwin as the location for the next APACA Conference, 20-22 August 2012.

January 2012

Kerry Saul, former Technical Services Manager at The Empire Theatre Toowoomba, replaced Ann-Marie Ryan as General Manager who left in September after more than a decade with the venue. With fiscal management second to none, Ann-Marie made a significant contribution to NARPACA in recent years as Treasurer.

Mackay Regional Council was awarded the Energy Conservation Champions Award for achievements in developing the Mackay Entertainment & Convention Centre in the Keep Australia Beautiful Sustainable Cities Awards for 2011.

February 2012

NARPACA welcomed its first school member, Matthew Flinders Anglican College in Buderim.

Shane Rowlands appointed Deputy Director General for Arts Queensland replacing Leigh Tabrett.

Mao's Last Dancer, Li Cunxin, appointed as Queensland Ballet's new artistic director to commence in 2013.

The World Theatre Festival held at Brisbane Powerhouse.



The Little Mermaid
Queensland Ballet

Who's Who

Executive Members

Destry Puia - President

GM The Arts Centre Gold Coast

Andrew Bobledyk - Vice President

GM Logan Entertainment Centre

Mark Fawcett - Secretary

Manager Mackay Convention Precinct & Events

Ann-Marie Ryan - Treasurer (until Sept 2011)

GM Empire Theatre

John Webb - Treasurer (from Oct 2011)

Precinct Director, Brisbane Powerhouse

Committee Members

Troy Everett

Technical Manager Liaison Officer

GM Gladstone Entertainment Centre

Gary Mears

Co-opted Committee Member

GM Ipswich Civic Theatre

Lisa Trevellick - Committee Member (until Feb 2012)

Manager Redland Performing Arts Centre

Executive Staff

Suzan Williams - Executive Officer NARPACA

Helen McGuire - Executive Assistant NARPACA

Industry Partners

Mark Fawcett - APACA Representative

Peter Owens - PATA Presenter Representative

NARPACA Touring Committee

Destry Puia - Chair

GM The Arts Centre Gold Coast

Gary Mears - Large Venues SE QLD

GM Ipswich Civic Centre

Graeme Crouch - Small Venues QLD

GM Boonah Cultural Centre

Peter Owens - Large venues CQ

GM Rockhampton Venues & Events

Troy Everett - Small venues CQ

GM Gladstone Entertainment Centre

Susan Linge - Large venues North QLD (until Sept 2011)

GM Townsville Civic Theatre

Les Alberts - Small venues North QLD

GM Burdekin Theatre

Ticketing Professionals Conference Planning Committee

Tim Roberts - Committee Chairman

Principal Consultant, ARTS Australia (NSW)

Destry Puia - NARPACA President

The Arts Centre Gold Coast (QLD)

John Webb - NARPACA Treasurer

Brisbane Powerhouse (QLD)

Tina Rettke

Geelong Performing Arts Centre (VIC)

Anthony Shearsmith

Brisbane Powerhouse (QLD)

Craig Thurmer

City Recital Hall Angel Place (NSW)

Sarah Irwin

Darebin Arts Centre (VIC)

Nic Clark

Perth Theatre Company (WA)

Vicki Allpress

The Audience Connection (NZ)

Technical Committee (elected February 2012)

Tim Panitz - Chair

Empire Theatre Toowoomba

Jason Freeman - Deputy Chair

The Arts Centre Gold Coast

Tina Wittke - 2013 Conference Venue

Logan Entertainment Centre

John Wallace - WHS Coordinator

Logan Entertainment Centre

David Finn - WHS Sub-committee member

Ipswich Civic Centre

Andrew Earle - Training Coordinator

QUT Gardens Theatre

Shannon Scagliotta - Training Sub-Committee

Darwin Entertainment Centre

Jonathan Driver - Training Sub-Committee

Cairns Civic Theatre

NARPACA Membership List (as at March 2012)

Full Members

1. Araluen Arts Centre, Alice Springs
2. arTour, Brisbane
3. Boonah Cultural Centre, Boonah
4. Brisbane Powerhouse, Brisbane
5. Brolga Theatre, Maryborough
6. Burdekin Theatre, Ayr
7. Cairns Civic Theatre, Cairns
8. Capella Cultural Centre, Capella
9. Darwin Entertainment Centre, Darwin
10. Empire Theatre, Toowoomba
11. Gladstone Entertainment Centre, Gladstone
12. Ipswich Civic Theatre, Ipswich
13. Johnstone Shire Hall, Innisfail
14. Judith Wright Centre of Contemporary Arts, Brisbane
15. La Boite at the Roundhouse Theatre, Kelvin Grove
16. Lake Kawana Community Centre, Sunshine Coast
17. Logan Entertainment Centre, Logan
18. Mackay Entertainment & Convention Centre, Mackay

19. Moncrieff Theatre, Bundaberg
20. Mount Isa Civic Centre, Mount Isa
21. Nambour Civic Centre, Sunshine Coast
22. Proserpine Entertainment Centre, Proserpine
23. Queensland Performing Arts Centre, Brisbane
24. QUT Gardens Theatre, Brisbane
25. Redcliffe Cultural Centre, Redcliffe
26. Redland Performing Arts Centre, Cleveland
27. Rockhampton Venues and Events, Rockhampton
28. The Arts Centre Gold Coast
29. The Events Centre Caloundra, Sunshine Coast
30. The J' Noosa Youth and Community Centre, Sunshine Coast
31. The World Theatre, Charters Towers
32. Townsville Civic Theatre, Townsville
33. Venue 1 - Blackwater Civic Centre, Blackwater

Associate Members

34. Creative Regions, Bundaberg
35. Diggers Entertainment Centre, Hughenden
36. Matthew Flinders Anglican College Performance Centre, Buderim

Life Members

1. Jane Atkins
2. Billy Raymond
3. Kelvin Cordell
4. John Flanagan
5. John Lamb
6. Stan Newman (Deceased)
7. John Young

Reciprocal Members

APACA (Australian Performing Arts Centres Association)

Many Hands

NARPACA EXECUTIVE MEETINGS

Wednesday 9th Mar 2011

Brisbane (In person Executive Planning meeting)

Thursday 10th Mar 2011

Brisbane (AGM & Managers Conference - full membership)

Thursday 31st Mar 2011 Teleconference

Thursday 28th Apr 2011 Teleconference

Thursday 26th May 2011 Teleconference

Tues 12th & Wed 13th July 2011

Brisbane (In person Executive planning meeting)

Thursday 25th Aug 2011 Teleconference

Thursday 29th Sept 2011 Teleconference

Thursday 24th Nov 2011 Teleconference

Thursday 15th Dec 2011 Teleconference

Thursday 19th Jan 2012 Teleconference

Thursday 16th Feb 2012 Teleconference

Tuesday 13th Mar 2012

Brisbane (In person Executive planning meeting)

Wednesday 14th Mar 2012

Brisbane (AGM & Managers Conference - full membership)

TOURING COMMITTEE DATES

Tuesday 9th Mar 2011

Brisbane (In person planning meeting)

Wednesday 13th July 2011

Brisbane (In person planning meeting)

Tuesday 13th Mar 2012

Brisbane (In person planning meeting)

TECH COMMITTEE DATES

Tuesday 7th June 2011 Teleconference

Tuesday 30th Aug 2011

Sydney (In person Mid Year Tech Meeting)

Tuesday 18th Oct 2011 Teleconference

Tuesday 15th Nov 2011 Teleconference

Mon 30th Jan to Wed 1st Feb 2012

Cairns (Technical Conference all membership)

TICKETING COMMITTEE DATES

Wednesday 16th Nov 2011 Teleconference

Tuesday 20th Dec 2011 Teleconference

Tuesday 7th Feb 2011 Teleconference

Monday 20th to Wed 22nd Feb 2012

Melbourne (National Ticketing Conference)

Tuesday 6th Mar 2012 Teleconference

OTHER CONFERENCE DATES

11th – 12th Mar 2011

Queensland Touring Showcase, Judith Wright Centre of Contemporary Arts

6th – 7th Apr 2011

Long Paddock, The Arts Centre Gold Coast

28th Aug – 2nd Sept 2011

APACA Conference and Long Paddock, State Theatre Centre of Western Australia, Perth

29th Jan – 1st Feb 2012

NARPACA Technical Managers' Conference, Cairns Civic Theatre

20th – 22nd Feb 2012

NARPACA Ticketing Professionals Conference, Melbourne

13th – 14th Mar 2012

NARPACA Managers' Conference, Brisbane

