



30 YEARS WHAT A PERFORMANCE

a year in review 12/13

ISSUED MARCH 2013


NARPACA
NORTHERN AUSTRALIA'S LIVE
ENTERTAINMENT CIRCUIT



NARPACA Managers' Meeting, Cairns, 2003

Vision

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

Values

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

President's Report



30 years ago a group of likeminded individuals working in the exciting new area of regional theatre management got together to formalise their combined commitment of delivering quality cultural experiences to regional communities through the establishment of NARPACA. This was pioneering work with no comparable organisations to draw guidance from. If things were going to be learnt they would have to be learnt in the field. The need to gather and share these experiences and develop practices and procedures in this burgeoning new field of work was critical in a pre-internet and

social media world. The collegiate spirit that characterised those early NARPACA days is something that continues to permeate.

Today NARPACA has the enviable trait of being more than just another network of industry professionals. It is a collective of friends and colleagues who you can rely on when you need to. Be it challenges with Council and Boards, dealing with difficult promoters, fighting for greater state support or HR issues back in the office. Being part of NARPACA means that the voice of experience, understanding and advice is always on hand.

The downside of this is when something happens to one of our members, the impact is felt beyond the walls of the theatre. Never was this more evident than in May when we received the sad news of the passing of Jean McTaggart. For many years Jean had been a familiar face around the committee and conference table staunchly representing the needs of her beloved Mount Isa community. Her no nonsense approach masked a heart the size of her home town and a kindness that endeared her to many. I am sure that Jean is reminiscing about her many NARPACA adventures along with other members who are no longer with us but whose shoulders we now stand on.

Over the last 30 years many have taken their respective seat around the NARPACA table and each has played their part in fulfilling a commitment made all those years ago. I often wonder if the early NARPACA pioneers ever envisaged that what they created would grow into an organisation that now represents much of regional Queensland as well as the Northern Territory. An organisation that is central to the touring of state and national arts companies, commercial promoters and international acts. And an organisation that continues to deliver professional development support to venue managers, technicians and ticketing staff in Queensland and throughout Australia.

Whilst the work of previous NARPACA members may be over, it continues for those of us around the table today. Let our respect and gratitude for the past be the impetus that drives NARPACA forward to ensure that the needs of regional audiences continue to be serviced for the next 30 years.



Destry Puia
NARPACA President

NARPACA Executive Staff



L-R: Suzan Williams, Destry Puia, Helen McGuire

Throughout 2012/13, 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 three days per week and is responsible for delivering the strategic objectives and agreed outcomes for the organisation.



NARPACA gratefully acknowledges the generous support of Arts Queensland throughout 2012/13.



L-R: John Flanagan, John Lamb, Kelvin Cordell, Billy Raymond (Life Members)

NARPACA Managers' Conference Brisbane 13 – 14 March 2012

The 2012 NARPACA Managers' Conference, held at Dockside Hotel in Brisbane, offered 28 NARPACA delegates from across Queensland, a diverse program of professional development and networking opportunities. The event's duration was extended from previous years from 1 day to 1.5 days, resulting in a fuller program of presentations and panel discussions from 10 guest speakers and increased opportunities for more in-depth discussion during sessions. It was pleasing to see delegates embrace the new format – demonstrating the relevance and value of the topics for members who rarely have face-to-face opportunities for information sharing and discussion.

A first for the event was the inclusion of a keynote address by an international guest speaker. Steven Wolff a consultant from US-based AMS Planning and Research (www.ams-online.com), provided an international perspective on generational change in performing arts centres entitled "The Evolution of Performing Arts Centres – the emergence of the Cultural Precinct". Steven's presentation featured a range of relevant case studies from the US, which enabled members to reflect on their own successes/challenges and place in the international ecology.

A range of stimulating topics was presented by a diverse mix of industry representatives and speakers with specialised expertise including:

- > **Liquor Licensing: a legal perspective** by Michael Potts from Mullins Lawyers
- > **The New Ticketing Code of Practice; Data Sharing; WH&S Harmonisation and Industrial Relations** by Zac Gillam & David Hamilton from Live Performance Australia
- > **Building Bridges with LGAQ** by Charlie Cush, Senior Advisor, Arts & Culture LGAQ
- > **Queensland and National Touring** by Annette Kerwitz & Christine Johnstone, arTour

As in previous years, presentations by NARPACA members and the Committee gave insight into the strategic projects of the Association including the development of NARPACA's best-practice venue hire template, the new three-year strategic plan and the Touring Partnership Program with Queensland's Major Companies. Technical and Ticketing Conference reports summarised the outcomes of these two key professional development events, while reports from NARPACA's representatives on the APACA Committee and PATA Council, were integral to proceedings. A presentation by NARPACA member, Phil Finkelstein, who demonstrated a budgeting tool that was developed by staff at Cairns Civic Theatre to assist with budgeting for shows, was the surprise hit of the conference, with the majority of delegates requesting a copy of this tool and more sessions like this, for future conferences!

The new conference location increased opportunities for interaction between delegates, sponsors and guests (speakers and producers). This included a Niche Touring Circuit Meeting on the first day, attended by many smaller / independent Queensland producers and NARPACA delegates. The meeting facilitated communication and relationships between presenters and producers which may potentially lead to new touring opportunities.

The 2012 conference marked the third successive year of support by Platinum sponsor Tickets.com as host of the Welcome Function, held at The Cliffs Café on top of the Kangaroo Point cliffs. In addition to providing superb views of Brisbane, the function was made extra special this year with several life members joining current members in a gesture which celebrated both past and present NARPACA generations. NARPACA also welcomed a new supporter in 2012 - Civic Seating, a Queensland-owned seating supplier based in Gympie, whose generosity increased informal networking opportunities for members through a conference dinner on the second night at the landmark, Story Bridge Hotel. NARPACA thanks both sponsors for their partnership and for helping to make the event a great success.



L-R: Destry Puia, Sharon Davis, Gary Mears



L-R: John Webb, Janelle Christofis



L-R: Phil Finkelstein, Ruth Hodgman



"Build your best you" presentation
by Bruce Sullivan

NARPACA Technical Managers Conference Logan 3 – 6 Feb 2013

The 2013 NARPACA Technical Managers Conference was held at the Logan Entertainment Centre (LEC). A true multipurpose venue, LEC was a superb match for this year's program which included our biggest tradeshow to date and diverse topics ranging from traditional theatre to environmentally friendly facility management. I am sure delegates voice a unanimous vote of thanks to LEC management and staff for their outstanding effort in delivering this year's event. The passion and drive of our conference coordinator Tina Wittke was matched only by the quality of the program delivered.

A professional development session presented by Bruce Sullivan challenged members to "BUILD YOUR BEST YOU". This invigorating session gave delegates the tools to bring positive focus to work and family lives, while managing complex situations to ensure that behaviour resulted in the desired outcome.

The conference had a record 45 delegates in total, due in part to a number of venues allowing staff to utilise the one day registration option that was introduced this year. This new initiative allowed 17 keen attendees to be involved in the focused discussions with industry peers while keeping up-to-date with the latest trends and technologies at the tradeshow.

This year also saw attendance by our partners in the education sector. This relationship is vital as it creates the opportunity to influence the future direction

of training during a time when regulatory and education priorities are changing. Our members remain grateful for the government's support of the various training opportunities delivered via the Creative Industry Skills Council - and I look forward to building on this experience in the coming year.

A valued and integral part of the conference is the tradeshow which sold out weeks ahead of the event and featured a diverse mix of loyal and first-timer tradeshow exhibitors with 18 in total. Long-time supporters SSE Specialised Stage Engineering and LSC Lighting Systems were joined this year by National Audio Systems and Harris Movement Engineering. All exhibitors enjoyed the relaxed atmosphere and valuable one-on-one time with our members and it is wonderful to receive the support of our industry partners not only during the conference but throughout the year.

Throughout the year NARPACA maintained its relationship with the INAPAC and VAPAC Technical Managers networks. This is a vital linkage that ensures our voice is heard on the national stage. Our collective ability to advocate to other industry bodies in key areas such as safety and training is important for the future development and relevancy of our industry.

I look forward to 2014's conference in the newly renovated Gladstone Entertainment Centre and thank the management committee for their ongoing support.

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
1 March 2013

Sponsors:



Exhibitors:

Acoustic Technologies
Barbizon Australia
Behind the Scenes
Brisbane Sound Group
Design Quintessence
Gold Coast Institute of TAFE (GCIT)
Harris Movement Engineering (& Amber Technology)
Innovative Music Australia Pty Ltd
Jands Pty Ltd
Lexair Entertainment Pty Ltd
LSC Lighting Systems Australia
Meyer Sound Australia
National Audio Systems
Philips Selecon
Pro-Lamps Pty Ltd
SHOW Technology Australia
SSE Specialised Stage Engineering
ULA Group



Angela Gahan, AG Ticketing
photography: Vicki Allpress Hill

9th NARPACA Ticketing Professionals Conference Sydney 18 – 20 February 2013

“The Ticketing Professionals Conference is Australia’s only dedicated event for all things ticketing. It’s a great place to learn about the latest technology and policy changes that might help make your life easier.”

– **Suzanne Daley**, Director Policy & Programs, Live Performance Australia

More than 130 ticketing and marketing professionals attended the 9th Annual NARPACA Ticketing Professionals Conference and Trade Show in Sydney from 18 – 20 February. NARPACA was aptly represented by a mix of regional and metropolitan members consisting of first-timers through to a band of conference faithful for whom this event has been an annual highlight for almost a decade. NARPACA members were joined by delegates from New Zealand, USA, Spain and Israel, and colleagues from across Australia including nearly ten Arts Victoria/VAPAC and Department of Culture & Arts WA/Circuit West bursary winners.

The conference theme “Learn from the Best” kicked off with the keynote that posed the question “what can the arts and entertainment industry learn from other industries?” Over three busy days, an impressive lineup of national and international experts in the arts and other industries, explored this theme through a series of thought-provoking case studies, panel discussions and guest speeches.

Craig McMaster, Group CEO Showbiz International, Asia and New Zealand, tackled the topic head on in his keynote address. Craig inspired and challenged delegates to look outside the box and learn from other industries. He demonstrated some of the potential with examples from airlines, hotels as well as other industries.

A popular first for the Ticketing Professionals Conference was the inclusion of five

Australian stories told via the Pecha Kucha (www.pechakucha.org) presentation style of telling a story with 20 images of 20 seconds each (six minutes and 40 seconds in total per presentation). The following speakers generously shared their personal and professional insights through their inspirational and entertaining case studies:

- > **Amy Maiden** Senior Account Director, aka Marketing Australia
- > **Angela Gahan** Director, AG Ticketing
- > **Ricky Bryan** Marketing Manager, Canberra Theatre Centre
- > **Robyn Gander** Ticketing and Client Services Manager, Queensland Performing Arts Centre
- > **Tina Rettke** Customer Services Manager, Geelong Performing Arts Centre

Leading practitioners from other industries offered many refreshing examples of best practice which encouraged delegates to think outside the square in their work and venues:

- > **It’s all a Matter of Taste** by wine specialist Henry Dawson-Damer from Vinterlink gave a presentation with a difference, incorporating wine tasting as a metaphor for the arts and offering plenty of tips and tricks on effective marketing for diverse tastes.
- > **Is Entertainment Ticketing Being Left Behind?** by Sean Smith, Head of Marketing at Dimmi, demonstrated why

Dimmi has become Australia’s largest restaurant booking network in only three years by challenging the status quo, brazen consumer-centricity and embracing social media and mobile technology.

- > **Facebook Ticketing: What you need to know** by Anneliese Urquhart, CEO of events based social media platform, Jedo, had delegates scrambling to grab their pens and paper and iPads to document Anneliese’s expert yet user-friendly advice about how to promote events on Facebook and utilize any of the thousands of free “Apps and plug-ins” available.
- > **The Olympics: It’s more than sport** by Greg O’Connor, Director Ticketing, iLUKA provided delegates with a detailed overview of the Olympics and the ticketing challenge and Greg also shared some of his experience as a ticketing professional with nearly 30 year’s experience nationally and internationally.

Industry-insiders, David Krug and Ricky Bryan, reminded everyone about what’s important in the arts and entertainment industry through their presentations that took a patron focus:

- > **Ticket Technology - Beyond the Paper Receipt** by David Krug, Krug Consulting
- > **Access All Areas** by Ricky Bryan, Marketing Manager, Canberra Theatre Centre

Like any good show, the conference saved the best to last with a discussion panel debating and raising awareness of the controversial topic “The Secondary Market - Scalpers, Touts and Robin Hood”. Conference Chair, Tim Roberts, demonstrated his knowledge of the issues (and mediation skills!) to facilitate the panel



2013 conference delegates
photography: Vicki Allpress Hill

discussion which featured a respected line up of industry heavy-weights:

- > **Dusty Brighton** Director of Government Relations, eBay Inc USA.
- > **Maria O'Connor** Managing Director, Ticketmaster Australasia
- > **Craig McMaster** CEO, Showbiz
- > **Christopher Plowman** CEO, Lasttix
- > **Zoya Sheftalovich** Investigative Journalist, CHOICE

The discussion was very timely as NSW is considering introducing legislation that will prohibit the resale of tickets for more than 10% above their face value. This legislation follows similar initiatives in Queensland and Victoria. The discussion panel was unanimous that industry regulation in this area is unnecessary in Australia on all but a very few events as these are policed by other regulatory and legal vehicles.

An integral part of the conference is the trade show which this year provided delegates and all of Australia's leading system vendors with the opportunity to share, discuss and demonstrate recent advances in ticketing systems and service. As in previous years, a highlight for many delegates was the first day of the conference which was 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.

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.

A cocktail party on the first night and a Sydney Harbour boat cruise followed by a formal conference dinner at Pier One Restaurant with outstanding views of the harbour and famous bridge, provided relaxed opportunities for face-to-face networking where delegates were able to develop new relationships and catch up with colleagues.

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.

Thanks to Platinum Sponsor, Enta Ticketing Solutions who also entered into the spirit of the event by running a competition for one lucky delegate to win two Bolshoi Ballet tickets. Thanks also to Gold Sponsors: Tickets.com, Tessitura Network, TicketServ Asia Pacific and SeatAdvisor and to Silver Sponsor: House of Tickets and Bronze Sponsors: National Underwriting Agencies and Conference Online. Other supporters of the event included: Arts Victoria and VAPAC who partnered to provide bursaries for Victorian first-timer delegates and Circuit West and the Department of Culture and the Arts WA whose support facilitated attendance by delegates from regional WA. Thanks also to media partner, Creative Foyer, which helped spread the word about the conference.

2013 SPONSORS

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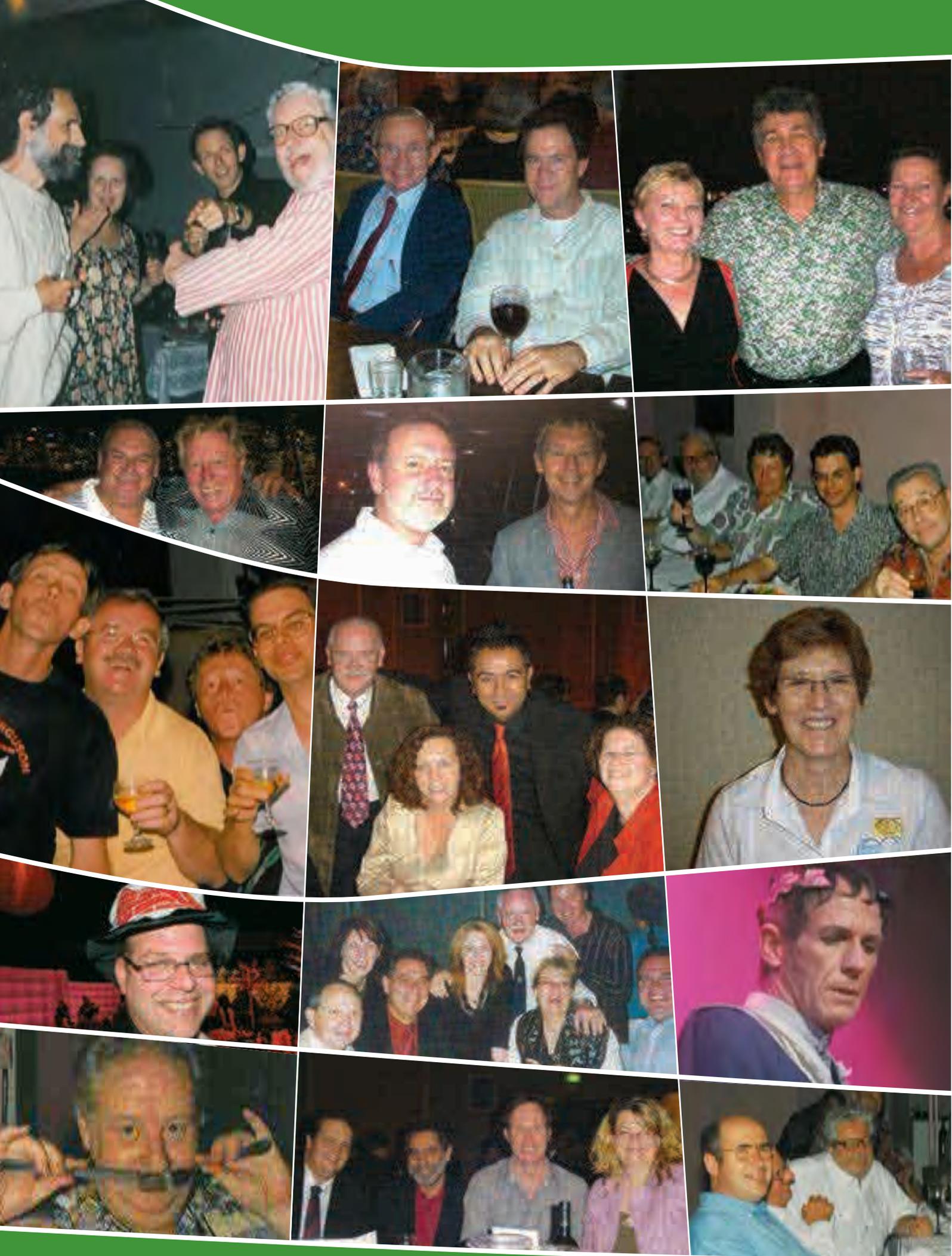


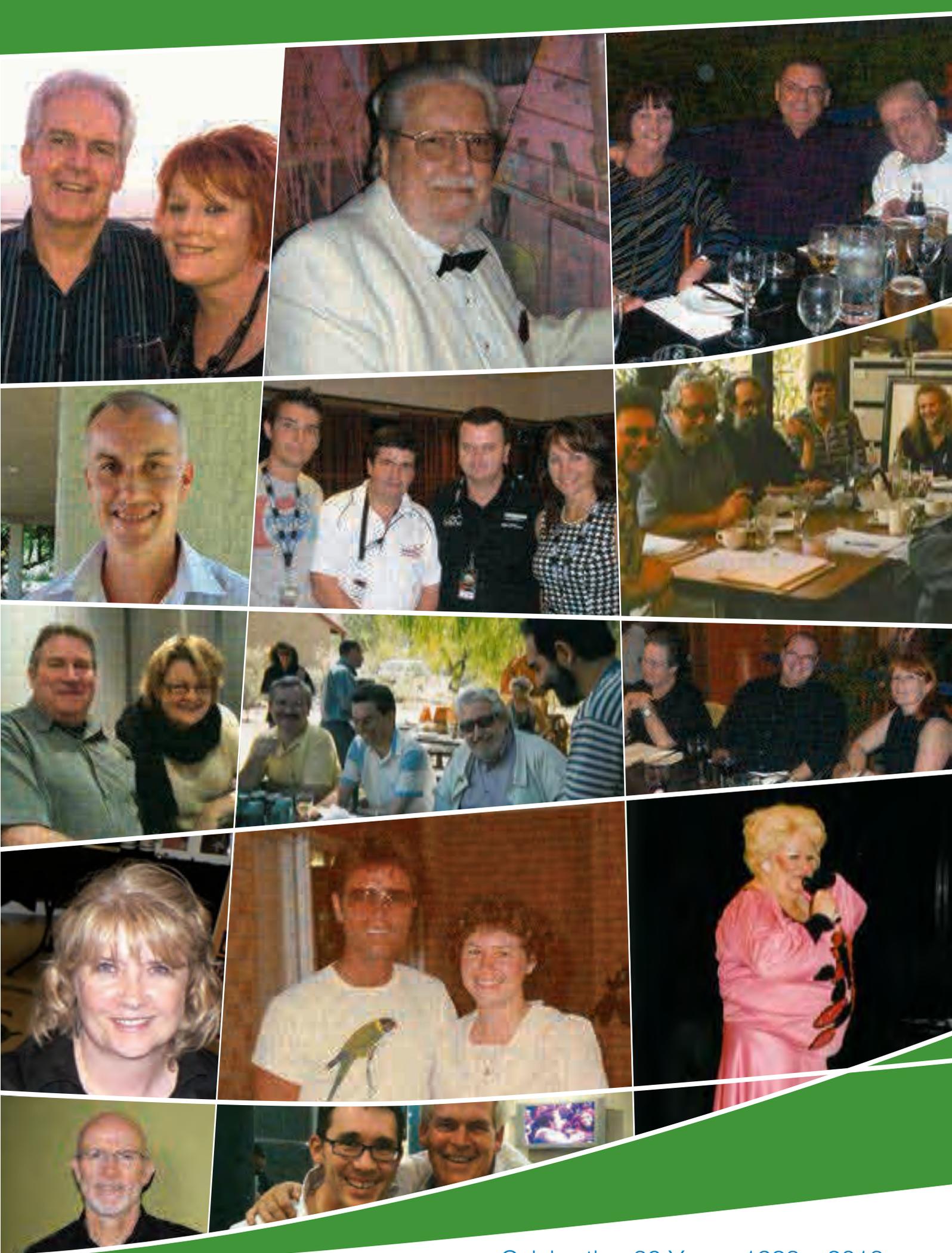
Supporting Partners



Media Partner







Celebrating 30 Years: 1983 – 2013





Madama Butterfly simulcast,
Cultural Forecourt, QPAC

The Hamburg Season & Madama Butterfly (Live Simulcasts)

The Queensland Performing Arts Centre (QPAC) has worked with regional Queensland venues to install and manage equipment enabling performances to be simulcast live to those locations.

Following the success of the 2011 Vienna Philharmonic Orchestra live simulcast to six regional NARPACA centres, the opportunity to participate in the 2012 simulcasts was extended to new venues in Queensland. In 2012 QPAC presented two live simulcasts to a total of ten regional venues and also to Brisbane. Close to 7000 people attended the live simulcasts with overall attendance at both events above 60%.

The first live simulcast for 2012 was on 24 August during the first QPAC International Series: The Hamburg Season. The QPAC International Series is a partnership between QPAC and Tourism and Events Queensland to bring the best international performing arts companies to perform exclusively at QPAC. This experience was extended to regional Queensland via live simulcast with people in six regional venues, as well as QPAC's Cultural

Forecourt forming the audience for Hamburg Philharmonic Orchestra, with soloists from the Hamburg State Opera performing Gustav Mahler's Symphony No. 2, Resurrection under the direction of Simone Young.

The participating NARPACA regional centres in the Hamburg simulcast were Moncrieff Entertainment Centre (Bundaberg), Mackay Entertainment and Convention Centre, Mount Isa Civic Centre, Empire Theatre (Toowoomba) and Townsville Civic Centre. Other participating centres were Cairns Esplanade and the Cultural Forecourt in Brisbane.

The second simulcast took place on 29 November and came via The Arts Centre in Melbourne to nine locations including Brisbane. Opera Australia's production of Puccini's much loved Madama Butterfly attracted the largest numbers of any simulcast to date. The participating regional NARPACA centres in the Opera Australia simulcast were Burdekin Cultural Complex (Ayr), Moncrieff Entertainment Centre, Gladstone Entertainment Centre Marquee at Marina Plaza, Mackay Entertainment and Convention

Centre, Brolga Theatre and Convention Centre (Maryborough), Pilbeam Theatre (Rockhampton), The Empire Church Theatre (Toowoomba) and Townsville Civic Theatre.

Audience feedback from both simulcasts was very positive with the majority of people saying they would recommend seeing a live simulcast to others. Most people felt connected with the live performance and said they were eager to see other kinds of performances via simulcast as well as the classical operas and orchestras.

The simulcasts were staffed by a combination of QPAC and regional venue staff, expert technical freelancers, 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.

QPAC's live simulcast program will continue in coming years with a focus on presenting simulcasts of major events and performances to an increasing list of participating regional centres ensuring performing arts content is available for all Queenslanders.

2012/2013 Achievements

PROFESSIONAL DEVELOPMENT

In 2012/2013, NARPACA developed and delivered three major conferences to provide strategic professional development and networking opportunities for members working in all areas of venue operations and to strengthen the sector. NARPACA's Management Committee and Executive Staff worked closely with members of NARPACA's "Technical" and "Ticketing" sub-committees to ensure relevant and useful conference programmes and accessibility for both metropolitan and regional members.

For event programmes and outcomes, please refer to the three conference reports within this document. To streamline the registration process for delegates and reduce the administrative load for NARPACA staff, NARPACA for the first time, implemented online registration for all three events.

MEMBER SERVICES

NARPACA VENUE HIRE CONTRACT - A priority for 2012 was the review of NARPACA's venue hire contract to develop a best-practise template for use by any NARPACA member,

but particularly smaller regional member-venues that may not have the resources to develop their own. A further aim was to provide consistency across the NARPACA circuit for touring promoters / producers who regularly hire NARPACA venues. Pro-bono legal support by Holly Blattman, Barrister-at-law, was secured for this project through Creative Partnerships Australia's (formerly ABAF) adviceBank. The project involved a review of existing industry contracts, extensive consultation with members and regular hirers from the commercial and subsidised touring



Queensland Symphony Orchestra

sectors, Live Performance Australia and liquor licensing specialists. The new contract template was circulated to members and their respective Council legal teams for feedback, prior to the final version being distributed in August 2012. A 12-month review is scheduled to determine the adoption rate and effectiveness of the template. NARPACA thanks Creative Partnerships Australia, Holly Blattman and all NARPACA members who so generously shared their knowledge, skills and time on this project.

COMMUNICATIONS – NARPACA'S three member-only email groups (for Venue Managers/Programming Managers; Technical Managers/staff; and Box Office and Marketing Managers/staff) continued to be key communication tools for members and NARPACA staff throughout 2012. The e-groups were used daily for a flourish of communications, surveys and online networking and covered a diverse range of topics and issues initiated by members and the NARPACA Executive.

PHILANTHROPY – During this period, NARPACA liaised with Creative Partnerships Australia (formerly Artsupport Australia) to identify potential Trusts and Foundations to which the Association could apply with a view to providing professional development opportunities /programs for members and potentially, contribute to the sustainability of the Association. NARPACA has been fortunate to receive significant pro-bono legal assistance from McCullough Robertson Lawyers to make changes to its governance documents to ensure compliance with Deductible Gift Recipient and Charitable Organisation Status – both of which are eligibility requirements for the majority of Trusts and Foundations supporting arts and cultural programs/organisations. A special resolution to change the Constitution will be moved at the March 2013 AGM and if accepted by members, an application for listing on the Register of Cultural Organisations will be

submitted. NARPACA thanks McCullough Robertson Lawyers and Creative Partnerships Australia for their generous assistance with this project.

ADVOCACY – Since the commencement of the Regional Infrastructure Grants (RIG) Program in 2010, 19 NARPACA member-venues received state funding totaling over \$1.1 million to successfully complete significant cultural infrastructure upgrades. Despite the tangible and intangible benefits that this program has made to many regional Queensland communities, the program has remained in limbo since the change in state government in March 2012. During this time NARPACA has continued to liaise with Arts Queensland to determine the future of the program however, at the time of writing this report, no official statement had been made. NARPACA remains committed to working with the state government in securing the future of this vital program and looks forward to confirmation of this in early 2013.

TOURING

Throughout 2012/13 NARPACA continued to support the facilitation and delivery of performing arts product through the circuit by developing closer relationships with national and state industry stakeholders. This regular engagement with stakeholders ensures currency of knowledge, access to information and participation in key industry discussions and activities for the benefit of NARPACA members is maintained.

On a state level, in 2012 NARPACA had representation on two Arts Queensland committees integral to the subsidised touring landscape – the Arts Touring Funding Committee and the Queensland Arts Touring Panel, and contributed to Arts Queensland's sector consultations which informed the development of two new funding programs to benefit members – the Super Star Fund and the Playing Queensland Fund. Throughout the year, NARPACA regularly engaged with

arTour, the peak tour coordination body in Queensland, through meetings, the annual touring menu process and attendance at the Queensland Touring Showcase in March. High attendances from NARPACA members at Showcase were due in part to the diversity of quality touring product on offer, the opportunity to network with producers and other presenters, the inclusion of professional and industry development activities, and alignment of the NARPACA Managers' Conference dates and location. In addition to Showcase NARPACA continues to regularly engage with Queensland producers in the facilitation of touring opportunities through the NARPACA circuit.

On a national level, NARPACA has representation on the Performing Arts Touring Australia (PATA) Council, the peak body for the national performing arts touring sector and has signed up to the PATA Register of Peers ensuring that NARPACA remains a consultative partner on PATA projects and national touring developments. NARPACA is also part of the Management Committee of the Australian Performing Arts Centres Association (APACA) representing the needs of NARPACA members in strategic national touring direction. In 2012, NARPACA participated in industry discussions and endorsed PATA's and APACA's responses to the National Cultural Policy Discussion Paper and contributed to the Australia Council for the Arts's National Touring Framework. As in previous years, NARPACA continued to give its voice and support to national issues and events through attendance at the April 2012 Long Paddock National Touring Forum in Albury, the APACA Conference and Long Paddock in Darwin in August 2012 during which NARPACA hosted the bi-annual meeting of the Chairs of the State Performing Arts Centres Associations, and through participation in Arts on Tour's full-day strategic planning workshop in Sydney, May 2012.



CIRCA by CIRCA

Vale Jean McTaggart 1949 – 2012



L-R: Jean McTaggart and Tyne James

It was with great sadness that we learned of the passing of Jean McTaggart in late May 2012 after a long struggle with ill health. Jean was the NARPACA member for Mount Isa Civic Centre for many years and served on the committee in a variety of roles during that time.

Jean was born on 4th October 1949. She commenced with Mount Isa City Council in administration in 1993 and between the years 1994 to 1997, Jean acted in the position of Work Officer in Charge of the Mount Isa Civic Centre whenever the manager was on leave or away for business. Upon the Manager's resignation in March 1997, Jean was appointed Acting Manager then on June 10th 1997 Jean was appointed Manager of the Civic Centre & Arts Development. In 2002, Jean's position was reclassified as the Team Leader of Civic Centre due to organisational change. During her time Jean received multiple letters of thanks from many satisfied patrons and corporate and community clients of the Civic Centre.

Jean's passing represents not only a loss to Mount Isa but also a loss to the NARPACA and APACA networks and the national performing arts touring circuit. Jean was never "backwards in coming forwards" and was always a passionate advocate for greater arts access for regional Queensland audiences. Jean's commitment to our industry was equally matched by her kindness towards her industry colleagues. We were fortunate to have Jean within our ranks for the best part of two decades, including sharing many special moments with her at the 2012 NARPACA Manager's Conference which she attended only six weeks before her death.

2012 – 2014 NARPACA Strategic Plan

NARPACA's current three-year Strategic Plan, informed by member consultation, was adopted at the annual Managers' Conference in March 2012. NARPACA's Management Committee and staff have been kicking goals with the identified priorities for year one including:

- > advocating for greater access to affordable quality touring product;

- > providing new venue management resources and ongoing professional development for members;
- > increasing online and in person networking opportunities;
- > and ensuring that NARPACA is financially sustainable and managed responsibly by diversifying income streams and improving governance structures.

Priorities for year two include developing an organisational digital environment; undertaking industry research for benchmarking and providing clear indicators of audience demand.



The Man the Sea Saw
by Wolfe Bowart

Who's Who 2012/2013

EXECUTIVE MEMBERS

Destry Puia – President

GM The Arts Centre Gold Coast

Andrew Bobledyk – Vice President (until Sept)

GM Logan Entertainment Centre

Gary Mears – Vice President (from Oct)

GM Ipswich Civic Theatre

Mark Fawcett – Secretary

Manager Mackay Convention Precinct & Events

John Webb – Treasurer

Precinct Director, Brisbane Powerhouse

COMMITTEE MEMBERS

Les Alberts – Co-opted Committee Member (from Aug)

Theatre Director, Burdekin Cultural Complex

Troy Everett – Technical Manager Liaison

GM Gladstone Entertainment Centre

Michelle McEwan – Co-opted Committee Member (from Nov)

Coordinator Performing Arts, Townsville Civic Theatre

Gary Mears – Co-opted Committee Member (until Sept)

GM Ipswich Civic Theatre

EXECUTIVE STAFF

Suzan Williams – Executive Officer NARPACA

Helen McGuire – Executive Assistant NARPACA

INDUSTRY PARTNERS

Mark Fawcett – APACA Representative

Peter Owens – PATA Presenter Representative

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)

Vicki Allpress Hill

The Audience Connection (NZ)

Nic Clark

Perth Theatre Company (WA)

Sarah Irwin

Darebin Arts Centre (VIC)

Tina Rettke

Geelong Performing Arts Centre (VIC)

Anthony Shearsmith

Brisbane Powerhouse (QLD)

Suzan Williams

NARPACA (QLD/NT)

TECHNICAL COMMITTEE (ELECTED FEB 2013)

Tim Panitz – Chair

Empire Theatre

Jason Freeman – Deputy Chair

The Arts Centre Gold Coast

Troy Everett – Technical Manager Liaison

Gladstone Entertainment Centre

Jason Bucholz – 2014 Conference Coordinator

Gladstone Entertainment Centre

David Finn – WHS Coordinator

Ipswich Civic Centre

John Wallace – WHS Sub-Committee Member

Logan Entertainment Centre

Robert Haigh – WHS Sub-Committee Member

Brolga Theatre

Andrew Earle – Training Coordinator

QUT Gardens Theatre

Shannon Scagliotta – Training Sub-Committee Member

Darwin Entertainment Centre

Jonathan Driver – Training Sub-Committee Member

Cairns Civic Theatre

Many Hands

NARPACA committee meetings were held on the following dates:

MANAGEMENT COMMITTEE MEETING DATES

Tue 13 March 2012	In-person Executive Planning meeting, Brisbane
Wed 14 March 2012	AGM & Managers Conference (full membership), Brisbane
Thu 29 March 2012	Teleconference
Thu 26 April 2012	Teleconference
Thu 7 June 2012	Teleconference
Thu 30 August 2012	Teleconference
Thu 25 October 2012	Teleconference
Thu 29 November 2012	Teleconference
Thu 31 January 2013	Teleconference
Tue 12 March 2013	In-person Executive planning meeting, Brisbane
Wed 13 March 2013	AGM & Managers Conference (full membership), Brisbane

TECHNICAL COMMITTEE MEETING DATES

Tue 24 April 2012	Teleconference
Tue 26 June 2012	Teleconference
Tue 17 July 2012	Teleconference
Tue 21 August 2012	In-person mid-year meeting at Integrate Expo, Sydney
Tue 28 August 2012	Teleconference
Tue 23 October 2012	Teleconference
Tue 4 December 2012	Teleconference
Thu 17 January 2013	Teleconference
Sun 3 – Wed 6 Feb 2013	Technical Conference & Tradeshow (full membership), Logan

TICKETING COMMITTEE MEETING DATES

Wed 14 Nov 2012	Teleconference
Thu 13 Dec 2012	Teleconference
Thu 7 Feb 2012	Teleconference
Mon 18 – Wed 20th Feb 2013	Ticketing Professionals Conference, Sydney

NARPACA Membership List (as at March 2013)

FULL MEMBERS

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

18. Mount Isa Civic Centre, Mount Isa
19. Nambour Civic Centre, Sunshine Coast
20. Proserpine Entertainment Centre Whitsundays, Proserpine
21. Queensland Performing Arts Centre, Brisbane
22. QUT Gardens Theatre, Brisbane
23. Redcliffe Cultural Centre, Redcliffe
24. Redland Performing Arts Centre, Cleveland
25. Rockhampton Venues and Events, Rockhampton
26. School of Arts Theatre, Townsville
27. The Arts Centre Gold Coast, Bundall
28. The Events Centre Caloundra, Sunshine Coast
29. The Centre Beaudesert, Beaudesert
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. Flinders Performance Centre, Buderim
37. Moncrieff Entertainment Centre, Bundaberg

LIFE MEMBERS

Jane Atkins
 Billy Raymond
 Kelvin Cordell
 John Flanagan
 John Lamb
 Stan Newman (Deceased)
 John Young

RECIPROCAL MEMBERS

APACA (Australian Performing Arts Centres Association)



NARPACA Managers' Meeting, Ayr c. 2001

One door closes...

Since March 2012, NARPACA has bid farewell to several long-standing members and welcomed some new faces:

- > **Graeme Crouch**, Centre Manager, Boonah Cultural Centre, retired after more than 30 years association with NARPACA, in April;
- > **David Blake** commenced as Manager, Boonah Cultural Centre, in July;
- > **Boonah Cultural Centre's** membership was transferred to The Centre Beaudesert, Managed by Lea Schuster, in October;
- > **Andrew Bobledyk**, resigned as GM Logan Entertainment Centre in September and was appointed Assistant Precinct Manager at Mackay Entertainment & Convention Centre in March. Michael Matthews was appointed Acting Venue Manager, Logan Entertainment Centre, in September;
- > **Lisa Trelvelick**, Manager, Redland Performing Arts Centre since the venue opened in 2008, relocated to Victoria in May;
- > **Po Hobman**, former Manager Redcliffe Entertainment Centre, held the position of Acting Manager, Redland Performing Arts Centre, from May to October;
- > **Zane Trow** was appointed Manager, Redland Performing Arts Centre in November;
- > **Cheryl Jorgenson**, former GM Mackay Entertainment Centre and Programming Manager at The Arts Centre Gold Coast, retired in April;
- > **Alan James** was appointed GM Darwin Entertainment Centre, in February replacing out-going GM, Richard Fitzgerald;
- > **Jeff Jimmieson** was appointed Manager Performing Arts, Events, and Protocol, Townsville City Council, in January 2013, replacing Tom Aubrey who had been acting in that position since 2011;
- > **Phil Finkelstein**, Manager Cairns Civic Theatre, retired after 20 years at the venue, in February 2013. Rob Brown is currently Acting Manager;
- > **Margaret Diamond** is currently Acting Venue Manager, Mount Isa Civic Centre;
- > **Sarah Sullivan** was appointed Venue Manager, Flinders Performance Centre, in January 2013 replacing out-going Manager, Brendon West;
- > **Greg McGrath**, GM The Events Centre Caloundra, resigned in February 2013. Sharon Davis is currently Acting Manager;
- > **NARPACA** welcomed its 37th venue-member in February 2013 - School of Arts Townsville (Dancenorth) and Manager, Trevor Keeling.

