

TWC Meeting Colleraine Motel Tuesday 6th September 10.00

Present: Jenny Keogan, Margaret Grant, Margaret Montgomery, Phillip Barnett - Chair

Apologies: Kerry Myers

10.00 – 11.00 Morning tea with President Martin Horgan and CEO Lesley Immick from ITOC NZ

11.00 Chair welcomed board and gave overview of his work for TWC over the last eight weeks including outcomes from meeting with funding partners 29th August and their commitment to fund for the first quarter. The invoice for this amount has been tendered to the funding partners.

Minutes of Previous meeting 14th April

Jenny K moved that minutes were true and accurate; seconded Margaret G

Noted since this date, there had been the un-expected resignation of GM Matt Ewen 13th May 2011.

Special Meeting of TWC took place in Hokitika 8th June 2011 to discuss and plan restructure

AGM 26th July 2011, minutes and outcomes of meeting canvassed.

Actions from previous meeting

“Just Add Water” campaign had been put on hold while restructure took place; Board agreed to relook at this campaign in light of supportive comments from some stakeholders, notably funding partners. **Action: send current mock up images and note requesting feedback from leading tourism stakeholders and industry groups, notably ITOC, TNZ, i-site NZ, NZTIA and possibly leading wholesalers promoting the West Coast.**

Naming of Highway 6, our highway. At the AGM, those present voiced support for “The Great West Coast Drive” **Action: the board would like to revisit the previous documentation and suggestions for the naming of our highway** as the above is not exclusive or unique to our region. Board understand that the decision will be for “ever” and the decision should not be one of expedience. The possibility of more than one name for different sections was discussed.

Financial Report for July

No income has been received from partners noted, the income received to date is the grant from lotteries commission for the TWC Whitebait festival programme and while been held in general funds is being treated separately to the TWC operational funding.

The expenses for TWC are as expected down on last year, a reflection on our reduced advertising and wage costs. These expenses have been put under the microscope by many parties and have proved to be very responsible and responsive to our funding dilemma. With income from the councils and the visitor guide, TWC will have funding through until the new year.

The bank statements of that day were tendered to the board and matched the financial reports from the accountant’s cash flow summary.

Action: The cost for the Chairs additional executive role being carried out currently is to be coded to salaries and wages. The Board accepted there is still a need for this role and approved a five to 10 hour per week engagement if required.

Action: There is still many coding discrepancies most particularly double up of coding of some items or incorrect coding such as board expenses rather than TWC meeting expenses which must be retrospectively corrected for accuracy in our current 2011/2012 financials.

The board again revisited our costs for accountancy and based on historical costs and current cost from accountants confirmed this was value for money, particularly in light of TWC status as an Incorporated Society and the need for auditing. However this does not excuse mistakes which must be rectified.

Discussion re aged receivable's over six months and that these non-payers were to be passed on to Bay Corp for debt collection. **Action: what is the status of these debtors and follow up work required for resolution. Debtors were to be given polite phone call by management team prior to migration of unpaid accounts to Bay Corp**

Financials were moved as being true and correct by Margaret M, seconded Jenny K

Action: The board approved renewal of indemnity insurance, Moved Margaret G, seconded Margaret M

Visitor Guide 2012

The 2012 Visitor Guide was hot off the press, the Board acknowledged what a fantastic achievement this was under the circumstances the TWC management team were facing. The 2012 visitor guide is a good gauge of the support enjoyed from our members and to date has been widely applauded.

Westland Tourism Transition Committee

Jenny K who sits on this committee gave the board an update of their deliberations. Jenny confirmed that the majority of this committee supported TWC and its functions. The board acknowledged and thanked Jenny for her huge efforts towards our common goal.

Management Reporting

Glenda joined the meeting at 1300 and spoke to her report; The Board confirmed with Glenda the restructuring plan necessitated with the current circumstances and that this would require alterations to her current position description. Glenda was invited to put forward her thoughts and ideas surrounding the restructure particularly areas of task allocation based on the past several months working at TWC without a General Manager and the tasks Glenda would like to see within her position description (or not) for the future. **Action: contribute ideas within the next fortnight roughly.**

It was noted that a updated newsletter was required, Glenda confirmed that this was underway **Action: September TWC newsletter required.**

The Board thanked Glenda for her report and her efforts over the past months and congratulated her on the completion of the visitor guide.

Industry Rep position on TWC

Chair confirmed that applications had been called for through the local papers with expressions of interest to be forwarded by the 19th September.

Discussions around having a good skill base around the TWC Board and criteria needed to fill vacancy with Board member Kerry M resignation.

Action: An interview sheet and scoring Matrix to be drawn up (by Phillip), interviews to be conducted at next Board Meeting – possibly 29th September or 6th October.

Further Management Reporting

Anita joined board meeting 15.22 to speak to her report. The Board reemphasised the restructure TWC was going through and also invited her feedback and comments towards her role over the coming weeks. Anita confirmed that she had found the current situation where her future was in doubt disturbing and that she had received another offer of employment.

The Board expressed that this was certainly an unfortunate outcome and one the board wanted to avoid and that the Chair would further discuss this with Anita and look for a way to offer Anita certainty of employment if she was committed to TWC.

The Board expressed that while understanding the work load currently, they would like Anita to give greater priority to reporting outcomes of her in market trips through our WWW and newsletter. This ran alongside discussions over taking responsibility in the future for tracking work completed by herself and Glenda so as to start measuring productivity and priorities of incoming work.

Action: feedback on Anita's Job Description (including time out of office needed for marketing) going forward based on our four point strategy.

The Board thanked Anita for her report and particularly her professionalism that she has displayed since the departure of the General Manager. The Board reiterated the great work she had done leading the West Coast Delegation on the successful bid for the 2012 ITOC conference which will bring over 200 senior NZ destination planners to the West Coast of the Southern Alps.

Action: ITOC Management team to be formed scoping document to be completed.

TWC Constitution

The Chair discussed deficiencies around the TWC constitution particularly TWC membership status which can be bestowed on pretty much any person or entity anywhere in the world and the wind up provisions. ***Action: to draft more appropriate membership qualifications and voting regulations on termination.***

Marketing and Advertising plan

It was agreed that this plan can only happen with input from the Three DTO's – Buller, Grey District and Westland. While funding is still to be finalised from Westland (which determines funding from the other three funders) this get together is not realistic. When this meeting does take place it was decided to involve the whole board.

Board Remuneration

The meeting between the Chair and the funders included the Chair putting forward a proposed budget for the period 2011 – 2012. This budget included remuneration for the Board meetings. In the latest RTONZ, the Westcoast was the only board not to be remunerated for meetings; in light of the additional work load required of the board in recent months and the on-going commitment needed, best practice suggests that Board members should receive remuneration for time and effort for their work, particularly to compensate companies that are paying for their executives to work on behalf of all operators and the Board members that have their own Businesses.

Action: Board Members to invoice for meetings as per budget

Next meeting date proposal Sep Thursday 29th or October Tuesday 4th

Meeting Closed 16:30