



# Montville Chamber of Commerce Inc.

## GENERAL MEETING MINUTES

Wednesday, 7 February, 2018 @ 7-30am

**Venue: Elements at Montville**

**Attendance:** Shiralee Cooper, Jeanette Treweek, Edi Heide, Barbara Lamont, Tony & Marion Cooper, Carol Elms, Bevan Christensen, Greg Burnett, Tracey and Wayne Malkin, Allan & Tina Rhode, Mark Conolly, Aldy Johnston, Peter Collins, Louise Boylen, Kate Scrace, Anny & Adriaan Kraal, Jeamba & Monique Van Melick, Bertrand Cadart, Deborah Hammond, John Simonidis, Karen Muir, Ruth Kuss (Secretary/Admin.)

**Guests:** Cr Jenny McKay, Andrew Powell MP, Andrew Fairbairn, Pru Islip, Frith Duggan, Sue & Laurie Fisher (Sunshine Coast Arts&Craft Inc),

**The Meeting opened at 7:40am with Shiralee Cooper as Chair.** Shiralee thanked Sarah and her team for welcoming us to Elements. Rafer had an accident so wasn't able to be in his usual place as the welcoming committee.

Shiralee welcomed members and guests. Also welcomed some new members.

**Apologies:** Merlin Coughlan, Stephen Treweek, Margaret & Philip Casey, Linda Jones, Aryna & Alan Dryden, Susan Diplock, Lynn & Andrew Fallon, Kylee Daniel – Visit Sunshine Coast Marketing, Bev Dooley.

## CORRESPONDENCE

**SEQWater:** No news regarding SEQwater restrictions on the Montville side of Lake Baroon with all departments due to return to work shortly. We should have something to report at the March meeting.

**Planned Zebra Crossings:** No news from SCC or TMR.

## GUEST SPEAKERS

**Andrew Fairbairn:** Shiralee welcomed Andrew Fairbairn, Industry and M'ship Development - Visit Sunshine Coast to give an update on Commonwealth Games activities and how we can use this opportunity to attract visitors to our beautiful region. The Commonwealth Games is less than 60 days away, and we are very fortunate to have Andrew as part of the Chamber Executive, which enables us to work as a team with the rest of the hinterland.

Andrew spoke on how beautiful our region is and how we can capture visitors and residents who are either visiting the Commonwealth Games or wanting to get away from the congestion on the Gold Coast that the Games will generate. He said that there has been 1.8million tickets sold so far to events for the Commonwealth Games being held from 4 – 15 April.

There are two major opportunities that we can take advantage of leading up to the Games. Sunshine Coast will have 6 teams training on the Coast – the Spanish team is staying at the Novotel. They will have a few days off where they will be encouraged to explore the region. School holidays have been shifted to accommodate the Commonwealth Games. Visit Sunshine Coast has been working very closely with Council, State Government and the Commonwealth Games organisers to ensure these games are a memorable experience for visitors. Andrew said that no one is permitted to use the Commonwealth Games Logo – Borobi the Blue Koala, it's a trademark and licensed to the Gold Coast Commonwealth Games.

The second opportunity is the Gold Coast residents that are looking to escape the Gold Coast during the games. We need to be proactive so that we are on the list of destinations and then ensure that their experience is memorable.

Lastly we need to encourage people to extend their stay after the Games.

Visit Sunshine Coast recently launched a \$150,000 drive campaign promoting the Hinterland and key Sunshine Coast sub regions. Queensland Weekender recently had a 30 minute feature which was the start of the campaign. There are advertisements, billboards and digital campaigns.

Andrew asked members for ideas. Shiralee suggested we could have our TV ad put on 7Two Gold Coast. It was also suggested that Volunteers be made more aware of the opportunities to visitors available during the Games. Edi suggested that buses might be utilized to ferry visitors to our region. Andrew said a Task Force had been formed for over a year to address the opportunities; the window of opportunity is starting now. Andrew said that VSC would communicate what is happening to the Chamber so we know what is happening and when.

Finally he said that we need to leave visitors with the feeling that this is something that they can't get anywhere else – he said, "you only get one chance to make a good first impression".

#### **ACCEPTANCE OF MINUTES FROM PREVIOUS MEETING**

Shiralee asked the Minutes of the Meeting held Wednesday 10 January 2018 be confirmed as a true and accurate record.

Moved by Edi Heide 2<sup>nd</sup> Marion Cooper Carried

#### **UPDATE FROM CR JENNY MCKAY**

**Montville Carpark Upgrade:** the trees will be removed shortly. There was a petition received by Council with no lead Petitioner therefore it was decided that the Montville Chamber and the Montville Village Association be the lead Petitioners and they will receive a response from Council. Unfortunately, Council is remaining firm and there will be some weed species that will be removed as well as some trees because of the design. The good news is there will be 3 300 shrubs/groundcover and approximately 100 rainforest trees planted. The work will take at least a year until the new plantings become established.

Council requested Montville Main Street businesses mobile phone numbers so they can keep everyone informed on progress. Shiralee said that permission would have to be sought from each business before that information could be given to Council.

**Crossings:** this is still with Main Roads who are not back at their desks since the holidays. As soon as this happens, which will be shortly, it will be signed off and ready to go.

**Pathway** connecting Hooper's to Western Avenue is waiting for TMR to sign off on design, The money has to be expended by June. Mr Hooper has been very helpful with the challenging engineering work.

**Vegetation on left hand side rock wall on the southern approach to Montville:** Jenny said she is happy to find some funding for plantings to enhance this area. Frith said that she has had some interest from local landscapers/gardeners who would be happy to work on the area.

**Arts Connect** are still keen to create an Art Space in Russell Family Park.



## Montville Chamber of Commerce Inc.

Council has funding for a Newsletter and has secured a full-page ad in local free publications to keep residents informed. As she doesn't want to lose the funding she needs feedback. She asked that any feedback be sent through to her office.

[Jenny.McKay@sunshinecoast.qld.gov.au](mailto:Jenny.McKay@sunshinecoast.qld.gov.au)

**NBN:** SCC has advised that NBN are erecting the next round of towers. Unless there is better communication residents will be complaining louder. She said the new towers are looking a lot less unsightly.

**Visiting Chinese Students:** Jenny reported on their visit and how they felt about their experience. They enjoyed our food and voted the pies as exceptional. They also had an exceptional Australia Day experience in Maleny.

**Wedding Venue Investigation:** 31 venues have been operating outside the Council's Guidelines. Some will be able to upgrade their facilities others will have to close.

**Buderim 'Baderim' and Sekisui Developments:** Buderim had more community support and Sekisui have had significant negative Community feedback but support from the business sector.

**Parking:** There are no changes to parking regulations in Maleny, however regulated parking will now be enforced. Notices will be put on windscreens. Montville does not have regulated parking so we don't parking inspectors.

### UPDATE FROM ANDREW POWELL MP

Andrew Powell thanked everyone for voting him back in. Regarding SEQ water, he said that he will have an update next meeting. In relation to vegetation, he sent a very 'strongly worded' letter to TMR and the Transport Minister regarding overgrown vegetation. Current sub-contractors are woeful. This contract is due to expire and if they wish to tender again they will have to lift their game.

Shiralee asked for a show of hands (the vote was unanimous) in regard to the MCOC sending a letter regarding the vegetation problems including the fact that a number of weed species are taking over. As a safety issue the vegetation needs to be cut back. The state of the tourist drive is an embarrassment.

### PRESIDENT'S REPORT

Shiralee welcomed new members Jaemba and Monique Van Melick who are the new owners of Waffle-On. Anny and Adriaan are retiring but will be leaving the business in safe hands.

TripAdvisor recently announced the hotel winners. The Number 1 Small Hotel in Australia is The Falls, Montville. They also took out the Award for No. 1 in Romance and No. 1 in Service. The Narrows took out No.2 place. In 2017 Montville were rated as No. 1 on Trivago for Accommodation in Queensland and No. 2 in Australia. We also have a number of accommodation businesses awarded Excellence Awards. In the Top 25 we had Blue Summit in Maleny and also Avocado Grove in Flaxton. Shiralee noted that there were a number of accommodation providers at the Breakfast and she congratulated them on keeping such a high standard to keep Montville on the map. Karen Muir said that everyone could read about the Awards on Page 3 of the Hinterland Times.

Recently, the Executive attended a presentation by Tim Smith. He has being completing his Masters in Business Administration. His thesis was on the International Asian Tourist Market. We need to work with the Asian Tourists visiting our area by making them feel more welcome, doing the simple

things that make the experience memorable. Andrew Fairbairn said Tim did extensive research on the international traveller and technology was a big factor. There needs to be a focus on getting the international traveller to spend more in the hinterland.

Visit Sunshine Coast will be having an International Tourism Workshop at Altitude on Thursday 15 February from 9am – Noon. Cost is \$35 for members of Visit Sunshine Coast and \$55 for non members. Presentations will be from the General Manager of Sunshine Coast Airport, a representative from ATEC. If members are not able to attend the Altitude presentation there are a number of other venues on the Sunshine Coast.

**A Village Wedding Expo:** The date is set for **Sunday 29 July 2018 at the Montville Village and St Mary's Hall**. Information will be sent out shortly. There will also be a wedding expo venue in Maleny on the same day so that we can capture the wedding market in both places.

**Christmas Campaign:** Owing to the participation of so many businesses the campaign was a great success. Shiralee gave out Certificates to participants. Shiralee also thanks Pru Islip from HOT91FM for helping to organize the Hot91 Santa. A massive effort. Shiralee thanked Allan and Tina for their hours of work, plus Jeanette, Kate, Carol, Barbara, Edi and Rafer.

The Chamber is concerned about the lack of Telstra infrastructure and support for businesses across the range. It was suggested the we approach Council to help with this problem. **An email will be sent out asking for feedback on problems that businesses are facing.** After this is collated the information will be sent to Council and the Ombudsman in order to get this huge problem addressed. Our two Post Offices have had a number of days without any internet service. Telstra are not putting a high priority on this area.

## **GENERAL BUSINESS**

**Bevan Christensen** spoke on the Re-enactment of the Consecration to be held on Saturday 17 March at the Masonic Lodge in Montville commencing at 2pm. It is the 100 year Anniversary originally performed by Right Worshipful Brother Burstow. Everyone is invited, he asked that if interested in attending to RSVP as soon as possible so that they know numbers for catering. RSVP to the Secretary on 5448 5629 or email [dempseyhrmg@bigpond.com](mailto:dempseyhrmg@bigpond.com)

**Member Business Presentation:** Kate Scrace 'Ask for Kate'. Kate spoke on her business and how she realised there was a gap in the market for people who needed help, on an occasional basis, but had trouble finding someone local. She found a scheme called New Enterprise Incentive Scheme, which enabled her to launch her business. She then completed a Small Business Management Course, which taught her how to do a business plan, budget, marketing and more.

She started her business in May last year. To date she has painted a fence, arranged tradies, helped to move house, made coffee at Flaxton Barn, created websites and newsletters, assisted at Illume. She's cleaned at various B&Bs, looked after pets and a lot more. On finishing she said, if she can do it she will.

Marion Cooper praised the Hinterland Times and said that they send it across to Jersey in the Channel Island and Shiralee said that she sends it to friend in Victoria. It is an amazing publication and great advertising for our region.

**The winner of the Member Presentation for March is Tony Cooper.**

**Next meeting: Wednesday 7 March, venue to be advised.**



# Montville Chamber of Commerce Inc.

Shiralee thanked everyone for attending and closed the meeting at 9am

**What's On:** Thursday 15 February 9am – Noon –  
Altitude on Montville. International Tourism Workshop

Signed:.....  
Shiralee Cooper, President