

A YEAR IN REVIEW

09 - 10

ISSUED JUNE 2010

NARPACA

NORTHERN AUSTRALIA'S LIVE
ENTERTAINMENT CIRCUIT

FROM THE PRESIDENT

As the strategic aims and objectives of NARPACA continue to expand, the need for a paid Executive Officer to deliver key projects and increase NARPACA membership was identified as a critical success factor. With this in mind, the second half of 2009 saw NARPACA commence discussions with Arts Queensland in regards to establishing triennial organisational funding. I am pleased to say that in June 2010



Arts Queensland confirmed its commitment to this project and national recruitment for the position is expected to commence in July 2010. I would like to acknowledge Vera Ding, Director Theatre and Writing, for her considerable efforts in making this happen as well as the invaluable industry support provided by Rob Robson, VAPAC Chair, and Jenny Ryssenbeek, VAPAC Executive Officer.

The start of 2010 saw NARPACA once again take the lead in delivering industry development at a State and National level. The NARPACA Technical Conference was held in Brisbane at QPAC with most NARPACA members being represented as well as delegates from the VAPAC and INAPAC Technical Managers Network. The Technical Conference not only provides a great learning and networking opportunity for members, but also attracts considerable sponsorship support through industry providers. The 6th Annual NARPACA Ticketing Professionals Conference was held in Sydney and featured a stellar line up of international speakers. The event once again attracted considerable numbers and the inclusion of a training day enabled delegates to learn at an operational and strategic level. NARPACA in partnership with Arts Queensland also launched a new travel assistance program called the "Go Learn Fund" which paid for the air fares for NARPACA members to attend this interstate event.

During the last 12 months considerable changes have taken place to the Queensland touring landscape following the release of the "Coming to a Place Near You" Touring initiative. The creation of a new touring service and the redevelopment of the newly named "Queensland Showcase" have been implemented to strengthen and grow the touring framework of Queensland and Australia. Changes to the way in which Queensland's major performing arts companies are funded have also been met with excitement, concern, anxiety and optimism. This feedback represents the diversity of stakeholders involved in touring and although the long term benefits are yet to be fully realised, one certainty is that NARPACA will continue to advocate and represent its members at every opportunity.



Destry Puia
NARPACA President

OPPORTUNITY KNOCKS

In August 2009 NARPACA began discussions with Arts Queensland in regards to establishing recurring organisational funding to support the appointment of a 3 day per week Executive Officer for NARPACA. The committee developed a funding service agreement based upon a document provided by VAPAC. This agreement was presented to Arts Queensland in September 2009 and went through various drafting stages for the remainder of 2009. In February 2010 the final position description was approved by the committee and in June 2010 the final funding agreement between NARPACA and Arts Queensland was signed.

The funding agreement provides;

- 3 year funding until June 2013;
- \$40,000 per year towards salary payments for the Executive Officer;
- \$10,000 per year towards travel support for the Executive Officer;

A national recruitment campaign for the Executive Officer will commence in July 2010 with the successful candidate to commence in August 2010.

NARPACA VISION

*To be recognised as a network of **performing arts** and **events venues**, delivering increasing benefits to members and communities through **national and international partnerships** with all levels of business and government.*

TICKETS PLEASE

The 6th Annual NARPACA Ticketing Professionals Conference was held in Sydney 10 - 12 February 2010 and was attended by 131 box office staff from Australia and New Zealand. Positive feedback was received from delegates in regards to the conference which had a greater focus on ticketing - specific issues rather than high level marketing concepts. The theme for the 2010 conference was "PEOPLE: The Human Face of the Box Office". Topics included:

- Managing Customer Service by Debra Templar from the Templar Group;
- The Role of Ticketing in the Marketing of a Cultural Icon by Aaron Curran, Marketing Manager, Sydney Opera House; and,
- Putting a Human Face on Technology by David Eadle, Entrepreneur and Arts Hub Creator.

Similar to previous years, the conference included a trade show that offered system vendors the opportunity to share, discuss and demonstrate recent advances in ticketing systems. This provided a great opportunity for Ticketing Professionals to keep up to date, research, compare and test out their current system and others. A recent addition was the training preceding the Keynote Speaker at the start of the conference. The addition of training sessions encouraged vendors to take advantage of having so many box office people in the same location by offering training and skills development which added great value for delegates. Full conference details are available on the website www.ticketingprofessionals.com.au



GO LEARN

In order to support the attendance of NARPACA members to the 2010 NARPACA Ticketing Professionals Conference in Sydney, NARPACA in partnership with Arts Queensland launched the Go Learn Fund. The Go Learn Fund enabled NARPACA staff to attend the only event in the Asia Pacific region that features international speakers exclusively talking about the latest developments in all things ticketing. The fund provided up to \$400 each towards the cost of travel for NARPACA members attending the conference. 16 members from 9 venues took up this offer.

TECHNICAL TALK

Over two and a half busy days, more than 30 NARPACA members attended the 2010 NARPACA Technical Conference held at QPAC from Sunday 14 - Tuesday 16 February. The conference provided an opportunity for members to update their skills and knowledge in regards to all things technical. Topics this year included:

- New equipment technology and best deals;
- Collective bulk purchasing opportunities;
- Testing and tagging;
- Changes to WH&S legislation;
- Blue Card requirements;
- Energy efficiency; and,
- Technical training standards.

The conference was once again heavily supported by over 20 companies who took up the opportunity to sponsor the event through trade show and display packages. Representatives from VAPAC and INAPAC also attended the conference resulting in the conference being the only nationally attended technical event of its kind for the year. Planning for the 2011 NARPACA Technical Conference has now commenced and this is expected to build upon the success of previous events. The host venue for 2011 is The Arts Centre Gold Coast.

BRICKS AND MORTAR

In March 2008 NARPACA began a long-term awareness campaign about the need in regional Queensland for a government funded Annual Cultural Infrastructure Fund. The objective of the fund is to:

- Provide a dedicated annual funding program for performing arts centres similar to other funding programs provided for sporting and non cultural facilities;
- Provide equitable cultural infrastructure funding for metropolitan and regional performing arts centres;
- Support the investment being made by Local Government in upgrading and developing performing arts centres;
- Ensure that Queensland remains a viable touring circuit by ensuring that performing arts centres are of a suitable standard; and,
- Ensure that regional Queensland communities do not have to leave their own regions to experience quality cultural productions.

In August 2008 NARPACA members participated in a venue audit conducted by Positive Solutions on behalf of Arts Queensland. The objective of the audit was to:

- Provide a greater understanding of the nature, size and use of these facilities;
- Assist with prioritisation of any future investment in such facilities; and,
- Inform the development of a methodology for consistent assessment of the community need for cultural facilities.

Arts Queensland will be presenting an update on this project at the 2010 NARPACA Conference.

A NEW TOURING SERVICE FOR QUEENSLAND

With the signing of the contract between Arts Queensland and Queensland Arts Council in December 2009, the new Queensland Touring Service became an official business unit of Queensland Arts Council in January 2010. Annette Kerwitz (Nettie) is the manager of the unit which initially will be based at 381 Brunswick Street in Fortitude Valley (opposite the Judith Wright Centre of Contemporary Arts), moving later in the year to Queensland Arts Council in Dutton Park. Queensland Touring Services will assist in implementing the "Coming to a Place Near You" touring strategy by providing services to support producers and presenters, and developing smart, easy systems for performing arts touring in Queensland.



QUEENSLAND ON SHOW

The 2010 Queensland Showcase will be held at the Judith Wright Centre of Contemporary Arts, Thursday 10 - Saturday 12 June. For the first time, an invitation has been extended to all interested Queensland presenters. It is envisaged that many community presenters from throughout the State will accept the invitation, thus making the event the biggest to date and providing significant networking opportunities. In regards to product, a total of 55 applications were received which was then shortlisted to 37 for the online touring menu by a curatorial panel which consisted of the following members:

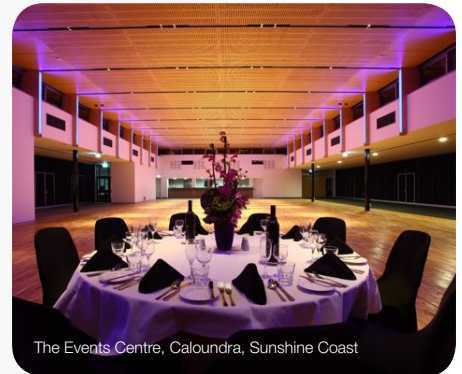
Joint Chairs

- Councillor Mark O'Brien - Mayor of Murweh (Morven, Charleville, Augethella)
- Professor Sue Street - Executive Dean, Creative Industries Faculty, QUT

Members

- Nigel Lavender - Executive Director, Queensland Music Festival
- Phil Finkelstein - Manager, Cairns Civic Theatre
- Josephine Wise - Senior Project Officer, Arts - Australian Curriculum, Assessment and Reporting Authority
- Lenine Bourke - Executive Officer, Young People and the Arts Australia
- Nadine McDonald-Dowd - Kuril Dhagun, State Library of Queensland

The online touring menu was then shortlisted to 24 products based upon presenter interest and product diversity. This final 24 will be pitched at the Queensland Showcase. Further information on the Touring Service and the 2011 touring menu can be found on the website www.artour.com.au.





NARPACA

NORTHERN AUSTRALIA'S LIVE ENTERTAINMENT CIRCUIT

HOME GROWN

In May 2009 Arts Queensland in partnership with the Australia Council launched the Regional Stages Funding Program. The vision for the Regional Stages Program is to provide funding for selected NARPACA members to engage established producers to develop partnerships between the community, local artists and leading national and international practitioners in order to:

- create and present high quality contemporary performances;
- build new partnerships between artists and communities;
- contribute to niche touring circuits; and,
- develop creative work relevant to, or in partnership with local communities and strengthen artistic practice in regional areas of Queensland.

The three successful recipients are:

- Empire Theatre, Toowoomba;
- Moncrieff Theatre, Bundaberg; and,
- The Arts Centre, Gold Coast.

An update on the Regional Stages projects being delivered by these recipients will be presented at the 2010 NARPACA Conference.

THE BIGGER PICTURE

In January 2010 Arts Queensland launched the Queensland Arts and Culture Sector Plan 2010 - 2013. This is an industry development framework for arts and cultural development throughout the State. It was developed after extensive state-wide industry consultation which included an evaluation of the outcomes of the previous Sector Plan (2007 - 2009). The Sector Plan outlines priority areas and new opportunities, as well as sector perspectives and a summary of Arts Queensland's core programs, strategies, major projects and new initiatives. A Sector Plan Reference Group has been established to assist Arts Queensland with the implementation of the Sector Plan. Arts Queensland will be presenting an update on this project at the 2010 NARPACA Conference and a downloadable copy of the Sector Plan as well as a list of the Sector Plan Reference Group is available on the website www.arts.qld.gov.au

WHO'S WHO

Executive Committee Members

- Destry Puia, GM The Arts Centre Gold Coast President
- Gary Mears, GM Ipswich Civic Centre Vice President
- Ann-Marie Ryan, GM Empire Theatre Treasurer
- Jean McTaggart, GM Mount Isa Civic Centre Secretary

Additional Committee Members

- Troy Everett, GM Gladstone Entertainment Centre Technical Managers Liaison Officer
- Andrew Bobeldyk, GM Logan Entertainment Centre Committee Member

Technical Managers Committee Members

- Chris Dbais, Venue Operations Manager The Arts Centre Gold Coast President (to February 2010)
- John Kelly, Head of Audio Visual QPAC President (from February 2010)
- Matt Jess, Head of Lighting Brisbane Powerhouse Treasurer
- Laurie Clarke, Head of Lighting, Rockhampton Venues and Events Secretary

Industry Partners

- Peter Owens APACA Representative (to September 2009)
- Destry Puia APACA Representative (from September 2009)
- Suzan Williams QAC Representative (to August 2009)
- Brad Rush QAC Representative (from August 2009)

National Ticketing Professionals Planning Committee Members

- Tim Roberts - Committee Chair, Principal Consultant, ARTS Australia, NSW
- Tina Rettke - Customer Service Manager, Geelong Performing Arts Centre, VIC
- Brenda Fehlberg - Box Office Coordinator, Tasmanian Symphony Orchestra, TAS
- Peta Bazzo - Box Office Manager, Bunbury Entertainment Centre, WA
- Ann-Marie Ryan - General Manager, The Empire Theatre, QLD
- Rob Brown - Operations Manager, Cairns Civic Theatre, QLD

MANY HANDS

NARPACA committee meetings were held on the following dates:

- | | |
|------------------------------|--|
| • Thurs 30th Apr 2009 | Teleconference |
| • Thurs 28th May 2009 | Teleconference |
| • Thurs 25th - 26th Jun 2009 | Brisbane (in person meeting) |
| • Thurs 30th July 2009 | Teleconference |
| • Thurs 27th Aug 2009 | Teleconference |
| • Wed 23rd Sept 2009 | Teleconference |
| • Thurs 8th Oct 2009 | Teleconference (special meeting) |
| • Thurs 29th Oct 2009 | Teleconference |
| • Thurs 26th Nov 2009 | Ipswich (in person meeting) |
| • Thurs 17th Dec 2009 | Teleconference |
| • Thurs 28th Jan 2010 | Teleconference |
| • Thurs 4th Mar 2010 | Teleconference |
| • Thurs 25th Mar 2010 | Teleconference |
| • Thurs 29th Apr 2010 | Teleconference |
| • Thurs 10th Jun 2010 | Brisbane AGM & General Meeting for members |

NARPACA MEMBERSHIP LIST (as of June 2010)

Full Members 2010

1. Araluen Arts Centre for Arts and Entertainment, Alice Springs
2. Boonah Cultural Centre, Boonah
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 Hall, Ipswich
12. Johnston Shire Hall, Innisfail
13. Judith Wright Centre of Contemporary Arts, Brisbane
14. La Boite at the Roundhouse Theatre, Kelvin Grove
15. Logan Entertainment Centre, Logan
16. Mackay Entertainment & Convention Centre, Mackay
17. Mount Isa Civic Centre, Mount Isa
18. Nambour Civic Centre, Nambour
19. Proserpine Entertainment Centre, Proserpine
20. Queensland Arts Council, Brisbane
21. Queensland Performing Arts Centre, Brisbane
22. QUT Gardens Theatre, Brisbane
23. Redcliffe Cultural Centre, Redcliffe
24. Redland Arts Centre, Cleveland
25. Rockhampton Venues and Events, Rockhampton
26. The Arts Centre, Gold Coast
27. The Events Centre, Caloundra
28. The J' Noosa Youth and Community Centre, Noosa
29. The World Theatre, Charters Towers
30. Townsville Civic Theatre, Townsville
31. Venue 1 - Blackwater Civic Centre, Blackwater

Associate Members 2010

32. Moncrieff Theatre, Bundaberg

Life Members 2010

1. Billy Raymond
2. Jane Atkins
3. John Flanagan
4. John Lamb
5. John Young