



**TWEED**  
SHIRE COUNCIL

**Chair:** Tr Barry Longland

**Trustees:** M Armstrong  
G Bagnall  
C Byrne  
K Milne  
W Polglase  
P Youngblutt

# Agenda

## **Tweed Coast Reserve Trust Meeting Thursday 12 December 2013**

held at Murwillumbah Cultural and Civic Centre  
commencing at 4.30pm

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## Items for Consideration of the Trust:

ITEM	PRECIS	PAGE
	CONFIRMATION OF MINUTES	5
1	[CONMIN-TCRT] Confirmation of the Tweed Coast Reserve Trust Minutes held 15 August 2013	5
	REPORTS THROUGH THE ACTING EXECUTIVE MANAGER OF THE TRUST	7
	REPORTS FROM THE ACTING EXECUTIVE MANAGER OF THE TRUST	7
2	[GM-TCRT] Kingscliff Visitor Information Centre	7

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## CONFIRMATION OF MINUTES

- 1 [CONMIN-TCRT] Confirmation of the Tweed Coast Reserve Trust Minutes held 15 August 2013

**SUBMITTED BY:** Corporate Governance

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## Civic Leadership

### LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK:

- 1 Civic Leadership
  - 1.2 Improve decision making by engaging stakeholders and taking into account community input
  - 1.2.2 Decisions made relating to the allocation of priorities will be in the long-term interests of the community
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### SUMMARY OF REPORT:

The Minutes of the Ordinary Tweed Coast Reserve Trust Meeting held 15 August 2013 are attached for information and adoption by Council.

### RECOMMENDATION:

**That the Minutes of the Ordinary Tweed Coast Reserve Trust Meeting held 15 August 2013 be adopted as a true and accurate record of proceedings of that meeting.**

**REPORT:**

As per Summary.

**COUNCIL IMPLICATIONS:**

**a. Policy:**

Code of Meeting Practice Version 2.3.

**b. Budget/Long Term Financial Plan:**

Not applicable.

**c. Legal:**

Not Applicable.

**d. Communication/Engagement:**

**Inform** - We will keep you informed.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

*To view any "**non confidential**" attachments listed below, access the meetings link on Council's website [www.tweed.nsw.gov.au](http://www.tweed.nsw.gov.au) or visit Council's offices at Tweed Heads or Murwillumbah (from Friday the week before the meeting) or Council's libraries (from Monday the week of the meeting).*

1. Attach 1 Minutes of the Ordinary Tweed Coast Reserve Trust Meeting held 15 August 2013 (ECM 3146452).
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## REPORTS THROUGH THE ACTING EXECUTIVE MANAGER OF THE TRUST

### REPORTS FROM THE ACTING EXECUTIVE MANAGER OF THE TRUST

#### 2 [GM-TCRT] Kingscliff Visitor Information Centre

**SUBMITTED BY:** Business and Economic Development

**FILE REFERENCE:** Destination Tweed

Valid



### Strengthening the Economy

#### LINKAGE TO INTEGRATED PLANNING AND REPORTING FRAMEWORK:

3	Strengthening the Economy
3.1	Expand employment, tourism and education opportunities
3.1.4	Market the Tweed as a destination for business and tourism

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#### SUMMARY OF REPORT:

The Tweed Coast Reserve Trust has been approached by Destination Tweed to open a new Visitor Information Centre (VIC) at Kingscliff. This facility is proposed to be run in the front kiosk area of the Kingscliff Community Centre.

This report recommends that the Trust endorses the use of the Kingscliff Community Centre as a Visitor Information Centre operated by Destination Tweed.

#### RECOMMENDATION:

**That the Tweed Coast Reserve Trust:**

- 1) Endorses Destination Tweed to use the front kiosk area of the Kingscliff Community Centre, Marine Parade, Kingscliff,
- 2) Issues a temporary Tweed Coast Reserve Trust Licence to Destination Tweed for this part of the Community Centre for twelve months,
- 3) Places a special condition on the Licence to allow the Tweed Coast Reserve Trust to give 30 days notice to vacate the premises to allow for any redevelopment of the building or its surrounding areas,
- 4) Executes all documents under the common seal of Council.

## REPORT:

### Background

At its meeting on 15 August 2006 Tweed Shire Council resolved the following:

1. *Authorises Tweed and Coolangatta Tourism Inc. to operate an accredited Visitor Information Centre at Kingscliff.*
2. *Allocates \$25,000 per annum from its Economic Development Budget Program to Tweed and Coolangatta Tourism Inc. to operate an accredited Visitor Information Centre at Kingscliff.*
3. *Acknowledges the operation of the Kingscliff Visitor Information Centre in the payment of funding amounts as embodied in the Tweed and Coolangatta Tourism Inc's Management Agreement.*

In reaching this resolution, the report to Council considered the following.

*It is proposed that TACTIC be requested to staff and operate the Kingscliff Visitor Information Centre (VIC), and to that end that an additional sum of \$25,000 per annum be provided to TACTIC solely for this purpose. These monies are to come from the Economic Development Program within the budget.*

*The rationale behind this recommendation is: -*

1. *That there is a general acceptance of the need for a VIC in Kingscliff.*
2. *DSRD has agreed to provide up to \$12,000, from the Gateway Implementation funds to renovate the office area of the Kingscliff Amenities building to act as the centre.*
3. *TACTIC already provides VIC services in the Tweed, and is the sole accredited provider of such services in the Tweed. As such if any other person or organisation wished to operate an official VIC ( that is one that can display the tourist "i") that person or organisation would require TACTIC approval.*
4. *The operation of a VIC needs paid staff to supervise the office and volunteer staff so as to meet OH&S and duty-of-care considerations. Additionally, Volunteering Tweed advise that volunteers cannot be used to perform the same role as a paid staff member. This means TACTIC (or any other operator) would not be able to operate Kingscliff VIC using exclusively volunteer staff.*
5. *The TACTIC costing of \$25,000 is based upon a full-time 5 days a week operation, being Wednesday to Sunday inclusive.*
6. *It is sensible for Council to deal with only one provider of VIC services.*
7. *The operating cost of the VIC are within Councils budget capability.*

The \$12,000 State funds were used to re-fit the kiosk area so that it could be used as a VIC. No rent was charged to Tweed Tourism to occupy the kiosk area. Destination Tweed has advised that the VIC was eventually closed due to staff resources, seasonality of visitors, and the way the VIC was structured.



## **New Kingscliff VIC Proposal**

Destination Tweed has claimed that it is often approached about establishing a VIC at Kingscliff. It has also expressed its belief that there is a demonstrated community desire for the Visitor Information Centre to be re-established at this location.

It is proposed to be able to further this proposal that Destination Tweed, in conjunction with Kingscliff District Business Chamber, are to work cooperatively to re-establish the VIC. They believe that this would be seen as being proactive towards this need and would placate a vocal majority.

### **Proposal:**

- Destination Tweed and Kingscliff District Business Chamber are seeking usage of the front Kiosk area at the Kingscliff Community Hall at no rent,
- They will be responsible for the refit, internal maintenance, power and phone costs,
- They will be complementary to other tourism services and not competitive in nature,
- Destination Tweed will seek accreditation of the VIC and also provide guidance, booking engines and 'i' signage,
- The Chamber will provide volunteers to operate the VIC.

Both organisations are aware that there are redevelopment plans for the building and the fore shore park area. They are willing to take on this venture in full knowledge of these proposed plans. However, there is an immediate need for a VIC and this option allows that to happen with no direct drain on shire funds outside of enabling Destination Tweed and the Chamber to have access to the booth at no rent.

Both organisations intend to have the VIC operational before Christmas in order to maximise the opportunity for the Tweeds tourism industry.

### **OPTIONS:**

The options available to the Trust are:

- 1) Issue a licence to Destination Tweed to use the Kiosk area at the Kingscliff Community Centre for a nominal lease fee.
- 2) Refuse the use of the Community Centre for this use.

### **CONCLUSION:**

This report recommends that the Trust endorses the use of the Kingscliff Community Centre as a Visitor Information Centre by Destination Tweed.

### **COUNCIL IMPLICATIONS:**

#### **a. Policy:**

Corporate Policy Not Applicable.

**b. Budget/Long Term Financial Plan:**

These operations will be conducted within the existing budget allocation to Destination Tweed to operate and run Visitor Information Centres within the Tweed.

**c. Legal:**

Not Applicable.

**d. Communication/Engagement:**

**Inform** - We will keep you informed.

**UNDER SEPARATE COVER/FURTHER INFORMATION:**

Nil.

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