



2020 CONVENTION PROGRAM



Australian Regional Tourism Convention
27 - 29 October 2020



TUESDAY 27 OCTOBER 2020

TIME – DAY 1	DETAILS
9:20am	Welcome to Country and Ballarat Welcome Deanne Gilson, Wadawurrung Elder and Janet Dore, CEO, City of Ballarat
	Convention open Coralie Bell, ART Chair
	Welcome Address by the Assistant Minister for Regional Tourism Senator, The Hon Jonathon Duniam
	Tourism Recovery Margaret Bowen, Austrade
10:30am	Live Q&A with Assistant Minister for Regional Tourism Senator, The Hon Jonathon Duniam and Stuart Lamont, ART Treasurer

TIME – DAY 1	VISITOR SERVICING
12:00pm	Welcoming and managing tourists in current times: What VICs need to know Associate Professor Dr Gabby Walters, The University of Queensland
	COVID: Turning Australia's barriers into drivers Hayley Harris, Tourism Australia
	Data Nick Baker, CEO Outdoria and Cameron Perry, National Partnerships Manager - Data/Insights, Triptech
2:15pm	Live Q&A with presenters

WEDNESDAY 28 OCTOBER 2020

TIME – DAY 2	CRISIS MANAGEMENT
9:20am	Sovereign Hill Master Plan Join us for a brief overview of the Sovereign Hill Masterplan Sara Quon, CEO, The Sovereign Hill Museums Association Limited
9:30am	Building resilient businesses through innovation How small regional businesses can tap into innovation to respond to the challenges presented by the pandemic Colin Graham, Causeway Innovation
	Looking after the wellbeing of you and your staff in these challenging times Sir John Kirwan and Dr Fiona Crichton, Mentemia
	Crisis Management Mark Olsen, CEO, Tropical North Queensland
	Leadership in times of crisis Craig Wickham, Exceptional Kangaroo Island
11:20am	Live Q&A with presenters

TIME – DAY 2	LOCAL GOVERNMENT
12:00pm	Grant Writing Are you prepared for the funding opportunity presented to regional tourism? Linda Tillman, Tilma Group
	Business Policy LGAs becoming business enablers through supportive business policy Tiffany Thornton, Narrandera Shire Council
	Infrastructure - Kalbarri National Park Skywalk Story Rory Chapple, Regional Operations Officer, Midwest Region, Parks and Wildlife Service WA
	Social Licence What is social licence and why it is important to industry and community development? Kym Goodes, Director, 3P Advisory Andreas Weissenborn, Destinations International Foundation
2:15pm	Live Q&A with presenters

THURSDAY 29 OCTOBER 2020

TIME – DAY 3	DETAILS
9:15am	Wellbeing exercises Mentemia

TIME – DAY 3	RESTARTING TOURISM
9:30am	Road to Recovery Jo Boundy, Executive Manager, Group Brand & Marketing, QANTAS
	Communication for the long haul Carolyn Childs, MyTravelResearch.com; Dr Jennifer Cronin, President, Wharf Hotels; and Shannan Perry-Hall, General Manager, Destination Sydney Surrounds South
10:30am	Live Panel - Where does regional recovery start? Simon Westaway, Executive Director, Australian Tourism Industry Council; Greg Binskin, Executive Manager, Tourism, Business NSW; Shaun deBruyn, CEO, TiCSA; and Nick Baker, ART Board
11:15am	Live Q&A with presenters

TIME – DAY 3	DETAILS
12:00pm	Live Panel - How do we better manage destinations? Dr Claire Ellis, Chair, Ecotourism Australia Cara George, CEO, Mudgee Region Tourism Catrin Allsop, CEO, Australia's South West Julie Bishop, Director Visitor Experience Branch, NSW National Parks & Wildlife Service
	Regional Success Stories Natassia Wheeler, CEO Tourism Whitsundays Grant Wilckens, CEO The G'Day Group
1:30pm	Live Q&A with presenters
1:45pm	Live ART Board panel discussion
2:15pm	ARTC Close
5:30pm	ART AGM

*Please note this program is subject to change.

** The majority of the sessions listed will be pre-recorded and available for viewing through the Tourism Hub. The times are AEDT. The presentations will be dropped the day before to account for time differences.