



What lies beneath?

I HAVE just returned from my third visit to Macau, the first in a number of years and each time I go, there is always something new and something old to be discovered.



Macau, like Las Vegas, is known for its glitzy casinos and high roller gambling but unlike Las Vegas, it has had both a rich and fascinating Chinese and Portuguese history.

One that goes back many hundreds of years when the Portuguese established Macau as a gateway to the Orient, creating an intriguing, east meets west fusion.

It's one that might have been designed for the C&I market – with its fascinating historic streets and buildings, hotels and integrated resorts, exhibition halls and themed venues.

But not so well known are its beach locations, waterfront dining, laneways with hidden Portuguese restaurants and taverns, fishing villages and green hills and valleys for trekking. There's so much to tell... Jill.

Mycology conference

MELBOURNE, which has been officially ranked by the International Congress and Convention Association (ICCA) as the number one city in Australia for international congresses and conventions, is to host the 19th Congress of the International Society for Human and Animal Mycology (ISHAM) 2015.

The five-day event, which is expected to attract more than 800 delegates from across the globe, will generate an estimated \$3.8m in economic impact for the state.

The Minister for Tourism and Major Events, Louise Asher, in announcing the event, said Victoria's reputation as a science and medical research hub was also a major catalyst in attracting the Congress to the city.

Breaking the event safety code

AS the Australian major events industry, together with its overseas counterparts, is struggling with the issue of self-regulation versus government regulation, representation, leadership and funding are key issues.

This edited article from Beaspoke Safety, a Melbourne health and safety consultancy, seeks to communicate the dilemma to the Australian major events industry.

In the turbulent wake of national Workplace Health and Safety (WHS) harmonisation, the Australian Events Industry is in a dilemma as we recognise the need to develop a Code of Practice or else be regulated arbitrarily by government, while at the same time look to them for guidance.

The dilemma makes for a 'Tale of Two Cities', Dickensian saga.

In one city we have the event professional: ambitious and hungry for change but lacking leadership or the funds to bring about a 'revolution.'

In the opposing city is the powerful government regulators, seemingly indifferent but with money for philanthropy.

The 'revolutionaries' seek to rule and the 'ruling class' only step in when lives are to be lost.

Revolution is a good thing when change is needed, but it needs strong leadership, a clear end goal and it needs money to get the wheels rolling.

The National Safety Summit held recently at ENTECH 2012 provided an indicator that event industry innovators are prepared to work together to define how we can self-regulate OHS issues.

Still, revolutions have a way of losing their way in order to

achieve a workable set of standards that are truly representative to the Code of Practice.

Industry bodies such as the Exhibition & Events Association (EEAA) are attempting to strike a balance with their 'Industry Safety Program' in their WHS 'Tool Kit' and WHS 'Online Training Modules.'

Such a system focuses more on exhibitions and events, favouring venues and certain types of contractors and is not as relevant to the festival and live music segment of the industry.

Australia has followed the USA

so we have our own branch of the Event Safety Alliance (Australia),

representing yet another movement, in adapting the

'Purple Guide' – an Event Safety Guide developed overseas.

How can we develop our own standards when they hold the purse strings?

WorkSafe Victoria convened the 'Event Safety Working Group' (ESWG) - since discontinued - and while it represented a proactive effort by government to identify issues and solutions for the events industry, funding was conspicuous by its absence from the agenda.

The EEAA has had to scale back its Industry Safety Program for the time being as funding expected from WorkSafe Victoria did not materialise.

The questions are, who is going to pay for this revolution, and who is leading it?

It's a steep and uncertain path that lies before us and as Russian author Vladimir Nabokov once said, "Revelation can be more perilous than revolution."

Do you have an opinion on the subject? Send your feedback to info@businessesnews.com.au.



Darling Harbour bids

INFRASTRUCTURE NSW is set to recommend the successful bidder for the planned \$1b convention and entertainment precinct at Sydney's Darling Harbour by December this year, after tenders officially closed on Friday.

Two consortia have lodged bids: Destination Sydney, led by Lend Lease; and VeNuSW which is headed up by the Plenary Group.

The precinct includes the Sydney Convention and Exhibition Centre and the Entertainment Centre, which will both close for a three year period from Dec 2013.

Infrastructure NSW ceo Paul Broad said the project would create the biggest exhibition space in Australia, along with a 300 room hotel, a convention centre and a "red carpet, premium entertainment facility".

Rent a Resort For Exclusive Events



Club Med
GROUPS & INCENTIVES



business events news

3rd September 2012

Nemonic showcases Argentina

WITH South America high on the incentive hit list right now, Nemonic Concepts took a group of incentive agents to Argentina where they were welcomed by Condor Travel Argentina.

Flying business class from Sydney to Buenos Aires, courtesy of Aerolineas Argentinas, the group was swiftly processed through arrival formalities in under 20 minutes.

Accommodation in Argentina included stays in a number of up scale properties, including the Hotel Sofitel Buenos Aires, the Alvear Palace and Faena & Universe, whilst Loi Suites was the property of choice in Iguazu Falls.

Venues visited included the famed Tango Houses, Gala Tango and Rojo Tango; the dude ranch El Rosario de Areco for a day on the pampas; a gala evening at the architecturally significant El Zanjón de Granados; and the historical cafe, Café Tortoni.

The group's travelling manner varied from vintage cars, helicopters, and the historic underground metro system and even in a jalopy autobus.

Shopping in Buena Aires is a popular pastime and one that the

group were swift to embrace at Avenida Santa Fe, a treasure trove of shops of every description – shoes, handbags, cashmere, affordable designer wear and antiques.

The success of the Destination Showcase is apparent in the

enthusiastic responses received by Nemonic and Condor.

"Thank you for showcasing your amazing country, I now have the office addicted to Dulce de Leche!" (a spread associated with Argentina)

"A massive thank you to Nemonic and

the Condor Team in delivering an amazing Argentinian showcase."



Regal's green meetings offer

ECO-FRIENDLY practices are part of a Green Meeting Package being offered by Regal Airport Hotel Hong Kong.

Their full day meeting package is HK\$620pp and half day packages start from HK\$520pp.

Included is free use of the meeting venue with a Green "Themed" Meeting Room, morning and afternoon Green or Healthy themed coffee breaks, a choice of Green luncheon at a wide selection of restaurants, meeting stationery, whiteboards etc, and audio-visual equipment.

An eco-station and recycling bins are provided for all meeting venues with use of an outdoor garden area for coffee breaks to reduce energy consumption.

Optional low carbon menus and themed coffee break menus are available with wireless internet connection at a special rate.

Prices are valid until 31 Dec and subject to a 10% service charge, based on a minimum of 10 people attending.

For more info or to book email: rah.banquet@regalhotel.com.

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Pictured is Jodie Payne, TravelManagers with Russell Crowe

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Monaco's 'green' light

THOSE seeking a destination that is not just desirable from a motivational point of view but embraces sustainability on all levels, then Monaco would be worth considering, because under the leadership of H.S.H. Prince Albert II, Monaco has embraced being 'green' since 2007.

Back then all hotels signed an environmental protection charter in an effort to reduce waste, encourage responsible procurement, and showcase the hotels' cultural and natural heritage.

This included chefs being encouraged to use local, seasonal, organic products wherever possible.

The initiative is part of an overall national plan to encourage sustainable development, with the Government committed to reducing its greenhouse gases by 30% by 2012 and efforts made to reduce and recycle waste and use recycled or reusable materials.

In addition, 20 years ago they pioneered a scheme to give subsidies for purchasing electric or hybrid vehicles and to encourage the use of public transport – their solar-powered bus boat for crossing Port Hercule is an example.

Monaco's conference centre, the Grimaldi Forum, was awarded the ISO 14001 certification for ensuring that every event is sustainably organised.

What's more, the Albert II Foundation promises sustainable development on a global scale with its MCO2 program, which makes it possible to offset greenhouse gas emissions, generated by a stay in the Principality.



BEYOND Macau's more famous sites, there are many surprises.

Robuchon au Dome, a three Michelin Star restaurant and the epitome of fine dining, is one.

Here the cellar boasts 9,000 wine labels, listed within a huge wine book - the most exclusive and extensive collection in Asia.

It's situated in the dome of the Grand Lisboa Hotel, 52 storeys high, and Lord Linley, Queen Elizabeth's nephew, crafted the special wine cabinets.

A breathtaking Swarovski chandelier cascades from the ceiling with 131,500 crystal pieces, while guests are entertained by compositions played on a 1928 Steinway baby grand piano, with an exquisite inlaid design.

NOVOTEL COFFS HARBOUR



Located beachside, just a 1 hour flight from both Sydney and Brisbane, Novotel Coffs Harbour Pacific Bay Resort is the perfect location for your next conference, exhibition or incentive group.

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COFFS HARBOUR PACIFIC BAY RESORT



business events news

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Sunlover Cruise specials

SUNLOVER Reef Cruises has two conference and incentive group specials out of Cairns.

These include a cruise to their spacious outer reef activity pontoon at \$119 per person, normally \$180, a saving of 33%.

This offer includes a number of extras such as free use of Lycra suits, if required and a 20% discount off a Seawalker Helmet Diving and Introductory Diving course.

The other special is a Fitzroy Island day transfer for diving and introductory diving at \$65 per person and \$32.50 per child and includes travel to Fitzroy Island with five hours to explore the Great Barrier Reef and Island (Self-Guided rainforest).

To check out the specials visit the cruise lines website at - www.sunlover.com.au.



Wollongong winners



A THIRD time win for the Novotel Wollongong Northbeach of the Business Tourism category at the 2012 South Coast Tourism Awards, has seen the hotel being inducted into the South Coast Tourism Hall of Fame.

The largest globally branded hotel in Wollongong and an integral part of the city's tourism industry, gm Walter Immoos said the property had built a reputation based on service quality and impressive facilities.

"We are very proud to be recognised as a leader in the tourism industry in the region," he said, adding "the success is a credit to the hard work, passion and dedication of the Novotel Wollongong Northbeach team."

GBTA wraps up

THE Global Business Travel Association (GBTA) - the voice of the global business travel industry - wrapped up their 17th Annual Conference in Sydney last week with a record number of attendees and buyer to supplier split.

Highlights from the conference included - Angela Hart from Canterbury District Health Board, who talked in reference to the Christchurch earthquake, on traveller tracking and said they now include emergency details in every traveller's profile.

Lifestyle technology commentator, Charlie Brown, who referred to the youth of today as "Digital Natives", wowed the audience with his top travel applications, saying that mobile technology is increasingly playing a larger role in travel management.

Financial commentator Michael Pascoe moderated one of the highlights of the conference, the Low Cost Carrier Airline Panel that closed the event with the topic of the changes in our legacy carriers and the need for the second Sydney airport.

At the evening dinner two awards were presented.

The Professional Travel Award was won by Sony Lowry, global travel manager at Linc Energy, who also won the GBTA Mike Kabo award.

Royal on the Park Hotel Brisbane's gm, Pamela Lester, won the Sustainable Travel Award for the second consecutive year.

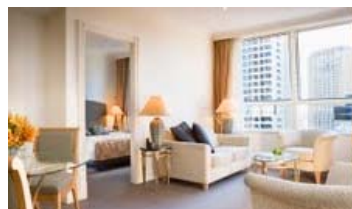
The 18th Annual Conference in 2013 will be held in Melbourne.

Mantra's Stay and Save

SUMMER'S just around the corner and as Sydney turns on with a full calendar of concerts, festivals, theatre and sporting events all over the city and suburbs, Mantra 2 Bond Street has some special offers starting at \$293 per night.

Stay for five nights and enjoy a 10% discount with their 'Stay 5 and Save' package from \$263 per night in a Studio apartment.

Valid between 8 October to 28 December the deal is subject to availability - see mantra.com.au.



DUBAI'S Department of Tourism & Commerce Marketing (DTCM) is the principal authority for the development of tourism in Dubai, while the Dubai Convention Bureau was created to develop the emirate's share of the global MICE market and is dedicated to promoting Dubai as a leading business tourism destination.

The MICE sector remains an important segment of Dubai's tourism industry.

DTCM has seen phenomenal growth in business events in recent years, with MICE activity up 34% in the last 12 months, on top of an even bigger 35% increase on the previous year.

Dubai offers world class facilities, an impeccable reputation for high quality service, enhanced air connectivity with over 160 airlines to 220 destinations, excellent value for money, and promotional qualities.

The city's establishments have well equipped conference spaces inside and outside the hotels.

Presently, over 72,000 hotel rooms and furnished flats are available and more properties are due to open this year.

Dubai remains a dynamic destination where it is easy to conduct business. The city boasts an amazing multi-cultural population and offers a strategic location that is easily accessible from all parts of the world.

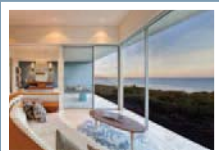
Dubai is also recognised for its low-cost public transport, excellent international access and variety of accommodation options to suit all budgets.

The Dubai Convention Bureau prides itself on delivering free & impartial advice tailored to specific needs. DCB offers a full spectrum of convention management services: facilitating the bidding stage, venue and accommodation sourcing, coordinating site inspection visits and liaison with local service providers.

More than 40,000 delegates are anticipated to visit Dubai in 2012. This is expected to generate approximately 320 million AED (AU\$90 million) towards Dubai's economy.

A 15% increase in new MICE business opportunities are also expected to be generated through the DCB's sales networks.

Win a luxury stay at Southern Ocean Lodge



During the months of August and September, *Business Events News* is giving one lucky reader the chance to win an amazing two-night stay at the exclusive Southern Ocean Lodge, Kangaroo Island courtesy of Baillie Lodges.

The prize includes two-nights accommodation for two people in a Flinders Suite with breakfast, lunch and dinner daily, open bar with premium wines and spirits, in-suite bar, signature experiences and return island airport transfers.

To be in the running simply answer the 17 questions and the final creative answer which will be featured in *BEN* on 21 September.

The person who answers ALL the questions and has the most creative response will win.

Email your answers to:

baillielodges@businesseventsnews.com.au

Q10: Name two of the included Signature Experiences offered by Southern Ocean Lodge

Hint: www.southernoceanlodge.com.au

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business events news



New Crowne Plaza Coogee Beach team

WITH Kate Gerits newly installed as general manager at the Crowne Plaza Coogee Beach Sydney, five key members of her team now join her.



These include Thomas Zinn as executive assistant manager, who most recently oversaw operations at the Observatory Hotel in Sydney; Elizabeth West, Crowne

meetings sales manager (the former catering sales manager, Four Seasons Hotel, Sydney); David Docherty, senior guest experience manager, food & beverage (formerly general manager of ARIA Catering at the Sydney Opera House); Matthew Duggan, executive chef (formerly executive chef, Sebel Kirrkton Park, Hunter Valley); and Matthew Williams, oceans bar manager, who joins from London where he was employed as assistant manager, The Banker pub, part of the Fullers Group.

Adelaide Convention's new function rooms

THE Adelaide Convention Centre has expanded its function space, offering as part of its \$350 million refurbishment, with stage one expected to include an additional 4,300 sqm of multi purpose convention floor space.

The Centre has added the Riverbank Room 4, the Riverbank Foyer, and a new dedicated office exclusively for conference organisers and clients.

Taking advantage of the Convention Centre's location overlooking the river, the Foyer looks directly onto the Riverbank precinct and is an ideal location for cocktail events or a pre function space before accessing the Riverbank meeting rooms.

Adelaide Convention Centre chief executive Alec Gilbert said "relocating Regattas Bistro + Bar to a dedicated building has enabled us to create new meeting rooms also immediately.

"It has taken just a couple of months to transform the space into a series of new meeting rooms and function spaces that further increases our capacity and offers greater client flexibility and choice", he added.



Traders BNE appoints

THE newly rebranded Traders Hotel, Brisbane will be headed up by industry veteran



Bruno Cristol who has taken on the role of general manager.

The 191 room property is one of 73 hotels under the Shangri-La, Kerry and Traders brands owned and managed by the Hong Kong based luxury hotel group Shangri-La Hotels and Resorts.

Rebranded on 7 August the property is located above the Brisbane Transit Centre and next to Roma Street Parklands and is the first Traders Hotel operated by Shangri-La in Australia.

Cristol has worked for the Shangri-La group since 2001, in various roles including as resident manager of the Shangri-La Sydney in 2005 and then general manager at Shangri-La Hotel, The Marina, Cairns, before moving to the Golden Sands Resort Penang.



Face to Face with...

Meg Miller, Group General Manager Sabre Corporate Development



Business Events News recently caught up with Meg Miller, Group general manager, Sabre Corporate Development. Meg has worked with Sabre since 1991 as a facilitator and became General Manager in 1997. Before that Meg was a teacher of Chemistry and German and an Army Reserve Officer. Sabre is an organisation that specialises in unique and effective approaches to corporate team and management development. Since her time at Sabre, Meg has designed and delivered hundreds of programs and events internationally for the firm's major corporate clients.

What does your role entail?

I help design new events, develop team events for clients, liaise with our overseas partners and my favourite thing – actually event managing the various team events we deliver.

What is the most challenging aspect of your job?

For us it is trying to put a square peg into a round hole. Often people are theme driven with their team events – but then try to force outcomes and learnings that just don't fit. It is much easier for us when clients are outcome driven and then happy to fit a theme around that!

How do you inspire your team?

We are a close knit team so for us it is all about practising what we preach. Once we know what drives each other nuts or inspires us, we can make sure that we behave and act accordingly. For me it is being enthusiastic about new projects – but also knowing when to reign that back in so we can get day to day work done.

What would you be doing if you weren't Group GM of Sabre?

Actually I have a few alternative lives – one is of course sipping cocktails on my yacht in the Mediterranean or I would have liked to be a Forensic Cop (I almost did that) or a chef (if you knew how I cooked – you would know that would never happen!)

Who has inspired you?

Out of left field – but recently I was at a public speaking competition for students. One of the girls there from the Mudgeeraba Special School was truly inspirational – and I don't use terms like that lightly. She spoke on what makes her get out of bed in the morning and she put the whole world in perspective. We could all learn from people like Ruby!

How do you relax?

Reading in the spa & playing hockey!

What makes a great conference?

People! For us a great conference is all about people – getting to know them, what makes them tick, what their strengths and allowable weaknesses are. No matter how much technology there is conferencing is all about meeting people face to face.

What was one of the most inspiring conferences you have been involved in?

For me it is conferences where people walk away knowing more. Team DNA, which is a higher level program, gives people a greater understanding of their strengths and their role in the team. Watching the pieces of a team fall into place and knowing that they will walk away operating better, getting on better and overall having a better understanding of themselves is very satisfying!

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