



December 2008

### New Chamber President for New Era



Most of you will already be aware that a new President, Laura Younger, was elected to steer the Surfers Paradise Chamber of Commerce through these uncertain times at the annual general meeting at the end of September.

Laura is the general manager of the Australian Timeshare and Holiday Ownership Council, with a Master of Business administration from Griffith University and a Bachelor of Arts from University of Southern Queensland, she brings a wealth of knowledge and experience with a business background in membership organisations in Australia and Britain.

Having lived on the Gold Coast, in the Surfers Paradise area for the majority of her life, Laura has seen the precinct change beyond recognition and has grown with the changes that have taken place.

Laura has an excellent grasp of what is happening in the region, and has an ambition to take the Surfers Paradise Chamber of Commerce to the next level, restoring its former standing as the most influential regional chamber of commerce in Queensland making sure your voice is heard when and where it counts. She possesses both, an innovative mind and a passionate spirit, key requirements for occupying the top slot of one of the State's most important business advocacy organizations.

Laura has expressed her sincere desire to be a positive change agent who will work diligently and enthusiastically to provide value to Chamber members.

In addition to Laura's role with the Surfers Paradise Chamber of Commerce, Laura is also the Treasurer of the Gold Coast Combined Chamber of Commerce and a Director of the Surfers Paradise Alliance.

We look forward to her leadership which promises to blend a fresh perspective with the strong tradition of our Chamber.



### 2008/2009 Committee

<b>President</b>	Laura Younger, Australian Timeshare and Holiday Ownership Council Ltd
<b>Deputy President</b>	Lynne Brook, Brook Personnel
<b>Honorary Secretary</b>	Mark Lacy, Hickey Lawyers
<b>Honorary Treasurer</b>	Kathryn Wilden, National Australia Bank
<b>Vice President</b>	Lucy Cole, Lucy Cole Prestige Properties
<b>Vice President</b>	Kelvin Gersbach, Barkel Group
<b>Committee</b>	Andrew Eggleston, Old Time Photo's
<b>Committee</b>	Bruce Graham, Bruce Graham Lawyers
<b>Committee</b>	David Mainwaring, Gold Coast Commerce Club

**Committee**  
**Committee**  
**Committee**

Mick Pikos, Bourbon Bar  
Tom Tate, Islander Resort  
Colin Wheeler, Konica Minolta Gold Coast

### A message from our leader



Don't panic.

It seems that the general message from our Government and Financial leaders on the current international economical crisis is pretty much the same as that on terrorism – be alert but not alarmed.

The various Chambers of Commerce on the Gold Coast feel it is essential to get the message across to business and the public in general that we can all weather this storm - together.

The key seems to be to spend wherever and whenever possible so we are encouraging everyone to get out there and support local business. Take that client out for lunch, have that haircut (you really do need it), buy those new clothes, go to that function or seminar and generally keep moving forward.

With this in mind, we are encouraging businesses considering membership to join the Chamber now. Why join the Chamber?

Unity - There is strength in numbers - a collective voice is always louder than a single voice. The Chamber represents members as a group on issues that affect us all as a whole.

Effective Lobbying - If the Chamber believes that the precinct will be disadvantaged by Local, State or Federal Government decisions, it will lobby on behalf of members.

Referrals – The Gold Coast is a transient population, with new people visiting or moving here every week. Referrals to member services are offered by Chamber staff and via the Chamber website.

This referral system may be to professional services or suppliers, trade services, potential export contacts or to facilitate joint venture links.

Moving forward, the Surfers Paradise Chamber of Commerce will be offering lots of opportunities to mix and mingle with our members in 2009 with an enticing calendar of events being planned including our popular Annual Presidents Cup Golf Day.

I look forward to catching up with you at our next event.

### Moving forward

The Chambers of Commerce from the neighbouring beachside business precincts of Surfers Paradise, Broadbeach and Mermaid Beach are set to merge into a single, powerful industry group.

The move has been spearheaded by the Surfers Paradise Chamber of Commerce to provide business operators along the key business area a stronger voice with which to we will champion industry concerns to lobby all levels of government.

The move will also strengthen the organisation and allow for a larger membership base, which in turn would result in more networking functions, conferences and educational programs.

Broadbeach, Mermaid Beach and Surfers Paradise are three of the major beachfront suburbs for our business communities and for tourism in particular.

Similar concerns and interests faced by business along the tourist strip create a wonderful opportunity to present a unified front that will benefit both business and the Gold Coast generally. Amalgamation of these two important entities provides great opportunities for the strong united Chamber leadership that is required in these challenging times. The Gold Coast continues to provide enormous growth opportunities for both business and for those who reside in the area. The long-term

financial and social life of the region is at the forefront of initiatives and policies sought as a result of the new amalgamation.

The merger comes at a crucial period for Gold Coast businesses and was welcomed as a positive step for Broadbeach businesses by the former Broadbeach-Mermaid Chamber president Don Jones, whose resignation earlier this year had seen the Chamber flounder without a successor.

The global economic crisis is impacting our own regional economy and business leaders must work together to ensure the Gold Coast not only survives the downturn but is also well positioned for strong growth into the future.

A strong effective Chamber of Commerce along the beachfront will ensure that the interests of business operators resonate strongly in future planning and policy initiatives of the governments of the day.

The expanded Chamber will be renamed to reflect the change.

The Chamber will continue to work for its members on issues that affect us all in 2009 and I would like to personally invite you to contact us with any matters you feel we should be addressing.

### **New Year New Website**

In the last month we have been fortunate enough to have the talented and generous people from leading Gold Coast internet company, Digital Dreams, join us as Gold Members.

Digital Dreams has been helping businesses all over Australia since 1995 by providing a wide range of services including website design and development, e-commerce shopping cart solutions, search engine optimisation, content management systems, hosting, domain name registration, business directories, customised internet software, and marketing solutions.

We are working with Digital Dreams to develop an exciting and comprehensive new website, which we will be launching early in the New Year.

The new site will allow us to better service our members both existing and new.

In closing, I would like to take this opportunity to wish you, one and all, a very Merry Christmas and a safe, happy and prosperous New Year.

**Laura Younger  
President**



### **Bundall Park N Ride**

The Surfers Paradise Chamber of Commerce and Councillor Susie Douglas have worked hand in hand to ensure the smooth success of this project, and what a huge success it has been thanks to Councillor Douglas and the team at the Council as well of course – The Gold Coast Turf Club.

For those who don't know how it works, you can park your car for free Monday to Friday at the Gold Coast Turf Club and ride the free bus down Race Course Drive, onto Bundall Road, then turns into Slatyer Avenue and back to the Turf Club. The service operates from 6.45am – 9am and from 4pm – 6pm. There are over 1000 people per week now using the service.

We are very happy to say that the Park N Ride will continue free next year. So encourage your staff to use the service rather than running the gauntlet with 2 hour meters!

For further information, please have a look at the Gold Coast City Council Website.

Another initiative between the Council and the Chamber.



### Beach Road Transit Solution

The Surfers Paradise Chamber of Commerce is working with Cr Susie Douglas, the Licensed Venue Association, Surfers Paradise Alliance, the Police, Regent Taxis, and Translink to develop a solution to the lack of late night transport out of Surfers Paradise. The Transit Centre is seen as a sensible way to co-ordinate this, particularly given that it is in the middle of Surfers and currently unused of an evening.

The concept being discussed is for transport options including a secure taxi rank to run out of the Transit Center of a Friday and Saturday evening. Extra security would be put into the area as well as a police presence. We would hope that food would be available and of course there is access to toilet facilities.

The project is at discussion stage but seen very favourably by all involved. As more information comes to hand we will keep you informed.

### Surfers Paradise Foreshore Redevelopment



Surfers Paradise is world-famous and has long been considered one of Australia's most attractive tourist destinations both nationally and internationally. Combined with the myriad of tourists visiting Surfers Paradise each year, the growing population of the Gold Coast and the South East Queensland region, Surfers Paradise struggles to cater for the growing numbers and significant events due to a lack of public spaces and facilities. With an increasingly competitive tourism market and population growth, it is vital that Surfers Paradise's infrastructure be improved.

Council endorsed the Surfers Paradise Foreshore Masterplan on 8 June 2007. The Masterplan identifies areas that will transition the landscape from an intensively-used Urban Plaza Zone to an Urban Park Zone, followed by Urban Beach and Dunal zones. In total the

Masterplan extends from Clifford Street to View Avenue.

As part of the Masterplan endorsement, Council resolved that the Urban Plaza zone be treated as a priority area for upgrade. Contained within the Urban Plaza is Juniper Development Group's Soul development, which has an approval condition to upgrade a significant portion of the Urban Plaza zone. An Operational Works application has been lodged with the Environmental Protection Agency (EPA) and if the approval is granted, it is estimated that these foreshore works will be complete by December 2009.

Upon completion of Juniper's foreshore works associated with the Soul development, the Urban Plaza zone will be approximately 50% complete.

Council is exploring further funding options to continue the revitalisation of Surfers Paradise foreshore and is aiming to source funding and complete construction of the remaining Urban Plaza zone within the next 2 years. Other zones along the foreshore should be completed, providing funding can be sourced, within a further 5-10 years.



**Councillor Susie Douglas**  
**Division 7**  
**Gold Coast City Council**

It is hard to believe that Christmas is upon us and 2009 is just around the corner. With local government boundary reform and an election, it has been another extremely busy year for Council. I have been busy working hard for Division Seven residents and am delighted to report that last week Council resolved to extend the Bundall Park and Ride Scheme for an additional three year period. This will now allow us to invite public tenders to provide the bus service to ensure we get the best service and value for money. The Park and Ride scheme has been a great success and I would like to thank the Chamber for their strong support for this initiative.

Together with other Council representatives, I recently travelled to Canberra for a meeting with Federal Infrastructure Minister Anthony Albanese. At that meeting, we outlined the need for greater Federal funding for local infrastructure projects and the Minister indicated a strong awareness of the unique needs of our growing region.

This month, to coincide with the 75<sup>th</sup> anniversary of the naming of Surfers Paradise, Council's Bold Future vision was officially handed over to Mayor Ron Clarke. Bold Future is Council's blueprint for the Gold Coast of the future and with more than 11,000 public submissions from residents, represents the community's vision for our city by 2040.

This year also saw another successful Schoolies festival with good crowds despite the unfriendly weather. I would like to congratulate Queensland Police and organisers for their hard work this year as well as the vast majority of schoolies who were well-behaved and had a great time.

Surfers Paradise beach also scooped this year's Tourism Queensland Friendliest Beach Award in *Keep Australia Beautiful's* Clean Beach Challenge. Every year, hundreds of beaches from Coolangatta to the Gulf of Carpentaria enter the competition and this recognition highlights the warm and welcoming atmosphere that makes our city such a popular destination for visitors and a great place to live. On behalf of residents, I was proud to present this award to Mayor Ron Clark during the final Council meeting for 2008.

Christmas is a time for sharing with our friends and loved ones and for celebrating the things we have to be thankful for. It has been my honour to represent the people of Division Seven in 2008 and I look forward to continuing as their voice in Council again in the new year. I urge everyone to take care on our roads during the holiday period and wish you all a safe and wonderful Christmas and New Year.



**From the desk of John-Paul Langbroek**  
**State Member for Surfers Paradise**  
**LNP Shadow Education Minister**

What a year it has been! 2008 has been a pivotal year in state politics. On July 26, the Queensland Liberal and National parties made history by merging into one political force: the LNP. The creation of a united conservative party will give people the chance to vote for a better Queensland at the ballot box.

I was proud to be part of the Parliamentary team that helped deliver a real alternative to the tired Beattie-Bligh Government. Together with Lawrence Springborg and my LNP colleagues, I am working hard to ensure the Gold Coast gets what it needs – more hospital beds and doctors to treat the sick, better roads and infrastructure to help ease congestion and cater to a growing

population, a public transport system that will get Gold Coasters to where they want to go, and a better education system where every child is given the chance to thrive with a relevant curriculum taught by our best teachers in a safe learning environment.

After two years of strong campaigning the State Government has finally cracked down on underage binge drinking by passing new laws which will make it harder for young people to get their hands on alcohol. In 2007 I introduced legislation into Parliament aimed at preventing parents from supplying excessive amounts of alcohol to children without responsible supervision. Cracking down on underage drinking will ensure parents have uniform guidelines when it comes to teenagers and alcohol, and will keep our kids safe when partying. As a local business owner, I am hopeful these new laws will also help 'clean-up' Schoolies.

Public transport continues to be a major local issue. I have been a vocal opponent of the current rapid transit route. Earlier this year I invited the LNP Shadow Transport and Infrastructure Minister Fiona Simpson to the Gold Coast so she could see first-hand the impact the proposed Rapid Transit plan will have on Surfers Paradise. In 2009, I will continue to work hard to ensure the Gold Coast has a voice in State Parliament.

I would like to wish you all a happy, safe Christmas. I am truly fortunate to represent the people of Surfers Paradise in Queensland Parliament and I will continue to take the fight to the Bligh Government for a better deal for the Gold Coast in 2009. I look forward to working with you again in the New Year.

**Steven Ciobo MP**  
**Federal Member for Moncrieff**  
**Shadow Minister for Small Business, Independent Contractors, Tourism and the Arts**

Christmas greetings to all Members of the Chamber!

It has certainly been a turbulent year for Gold Coasters, with a new Rudd Labor Government, the financial meltdown and the bungled bank guarantee which hit the Gold Coast hard.

Fortunately, the former Coalition Government's prudent financial management has placed us in a stronger position to weather the financial storm than almost any other country in the world. I was pleased the former Coalition Government left Australia with a strong and growing economy, and a large surplus after paying off Labor's \$96 billion of Government debt.

However in a whirlwind 12 months, the Prime Minister and Treasurer have eroded the confidence of this nation by putting up the white flag and declaring Labor will take Australia into deficit. Kevin Rudd conceded the Government may use "a temporary deficit" but we know that Labor's deficits are never temporary – the last temporary Labor deficit lasted six years!

When Kevin Rudd has made decisions, too many of them have been taken in panic and are poorly thought through. Giving banks an unlimited guarantee caused a flight of funds from non-guaranteed institutions, freezing the life savings of many Gold Coasters and causing chaos in the local financial market. Locally, a number of non-bank lenders were hit hard as a result, forcing them to freeze redemptions.

Being the nation's small business capital, the Gold Coast has really felt the heat this year – business confidence among SME owners is at the lowest level recorded in the history of the Sensis Business Index, which began in 1993.

The next twelve months will be a testing time for us on the Coast. The future of some 500,000 Gold Coasters will depend on the Rudd Labor Government knowing what to do. I hope some of Labor's very poor decisions which have cost the Coast dearly – such as Labor's decision to impose \$1 billion of new tourism taxes on the industry in their last budget – don't continue to sap confidence.

On a much brighter note, the New Year will hopefully bring a flood of domestic tourists to the Gold Coast as Australians get through this financial downturn. Our city is after all spoilt for choice, and for decades has been referred to as Australia's holiday playground. Everyone in the industry stands to gain from an increase in tourism, particularly small businesses that rely on tourists to fill their restaurants and book out their accommodation.



Wishing you all a Merry Christmas and prosperous New Year, and remember, please do not hesitate to contact my office if I can assist with any matter.

## Surfers Paradise Police

With Christmas and New Year holidays looming a timely reminder for those intending to go away over this period.

A significant body of research from Australia and overseas indicates that the majority of residential burglaries are the work of opportunistic offenders. There are three basic principles which guide police advice against opportunistic offenders relating to home, business and property security:

1. Make it as difficult as possible for an offender to gain entry.
2. Make it as difficult as possible for an offender to remove valuable items if entry is gained.
3. Make it as difficult as possible for an offender to dispose of items which they might wish to steal.

Residents and are encouraged to take the following simple precautions to secure their home and property during the holiday season:

- ❖ Check that all doors and windows are securely locked.
- ❖ Lock the rubbish bin in the garage, or have a neighbour place rubbish in your bin as well and put it out at the usual times.
- ❖ Have your mail held at the Post Office, re-directed or collected by a friend or neighbour.
- ❖ Cancel all deliveries of newspapers etc.
- ❖ Arrange for paths and driveways to be kept free of litter
- ❖ Do not leave keys concealed for others to use- offenders may utilise them as well.
- ❖ Advise local police of your absence and provide them with a contact address/phone number for while you are away.
- ❖ Advise neighbours of your intended absence and ask that they report suspicious people or vehicles near your home to police immediately.
- ❖ Lock away garden tools, ladders and anything which may be used to gain entry to your home or other premises.
- ❖ Disconnect the electrical supply to garage doors and lock the doors in the closed position.
- ❖ Use an automatic timer to operate selected lights and radios in the house. Remember to lock the electricity meter box using locks provided by your local electricity authority.
- ❖ Do not leave notes advertising your absence and ask neighbours not to tell callers that you are on holidays.
- ❖ Interior doors should be locked and keys removed to make movement within the house difficult for an intruder.
- ❖ If an alarm is fitted, ensure that it has the ability to either reset itself or be reset by the monitoring company in the event of activation by heat wave or power failure.
- ❖ Do not leave answering machine messages advising of your absence on holiday.
- ❖ Turn down the volume on your telephone just prior to leaving the house.

More information is available in the brochure titled Holiday Security Precautions which is available at all police stations.

# Surfers Paradise

---

## A L L I A N C E

Summer is in full swing here in Surfers Paradise and as I walk around the streets and have a chat to locals, visitors and businesses you can really feel summer in the air. Surfers Paradise provides such a great backdrop to enjoy this season; our amazing world famous beach, friendly locals, plethora of activities and attractions; it's easy to see why this area is known as Australia's Playground!



We will be welcoming New Year's in style with Queensland's biggest fireworks display. For the first time, we will be having the 'QDeck Countdown' which will see fireworks launched off the top of Q1! It will be magnificent to see such a wonderful display and I am so proud that Surfers Paradise will be the best place in Queensland to welcome in 2009.

The rest of the country obviously agrees as according to online accommodation bookings agency, Quick Beds, Surfers Paradise has strong occupancies over the Christmas and New Year's period with the last announced figures showing a 90% occupancy rate. This is great news for our local economy, especially in these current economic conditions. It shows that Australians are choosing to holiday closer to home in well known, good value destinations and support their fellow Aussie as well!

With the beginning of school holidays, we thought we would invite you in for some more fantastic family fun. With over 700 businesses in Surfers Paradise, there is an abundance of things to see and do (visit our website for more options [www.surfersparadise.com](http://www.surfersparadise.com)). I would recommend you also come in for a bite to eat at one of the many restaurants either before or after your exciting, interactive experiences! If you haven't already seen our beautiful lighting canopy in Cavill Mall, why not stop for a meal or drink there – it is lovely on a balmy summers evening.

So whether you're a visitor or local, come into Surfers over the summer break to explore and experience all the exciting options open to you, your friends and family. It truly is Australia's Playground!

**Rowena Howe**  
**CEO**  
**Surfers Paradise Alliance**