

boa

ANNUAL REPORT 2009



BOA NSW was first formed in 1992 to address issues facing the backpacking industry.

Today, BOA has over 100 members from all sectors of the industry including accommodation providers, travel agents, tour operators, transport providers, media publishers, communication providers and entertainment organisers.

BOA has grown to represent, and address, the concerns and interests of all backpacker operators throughout New South Wales and the ACT.

BOA's mission is to provide backpacker operators with an organisation that can represent the concerns and issues of the industry.

This Annual Report presents the activities undertaken by BOA on behalf of its members in the 2008/9 membership year.

This report is also available for download at BOA's website www.boansw.org.au.

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EXECUTIVE COMMITTEE



David Lamyman, President
The World Bar



Ian Wakeling, Vice-President
TNT Magazine



Julian Ledger, Hon Secretary
YHA NSW



Paul Vella, Hon Treasurer
SurfCamp Australia



Bec Wagener
Travellers at Work



Chris Harrison
THE WORD



Christian Millett
Wake Up!



Katrina Greeves
World Nomads



Jack Bowcott
Goodie Bag Media



Marcus Lenarduzzi
Funkhouse



Mike Barrow
THE WORD



Peter Burke
Travellers Auto Barn



Rick Schindler
Route69

Members of the BOA Executive Committee have a strong background in the industry, enthusiasm and a vision for backpacking in New South Wales and the ACT. They come from the various sectors of the industry to ensure broad representation. Committee members volunteer their time in giving direction to the Association and dedicate their time, skills and experience for the benefit of the backpacker industry in NSW and the ACT.

Photos from BOA's 2009 Backpacker Industry Bollywood Ball

PRESIDENT'S REPORT

In 2008/9, BOA continued to grow with more than 100 members from Regional NSW and Sydney. What's more, we represent the whole backpacking spectrum. We've got hostel operators, travel agents, tour operators, publishers and bars to name a few. Today our committee members sit on the Tourism NSW Board and BTAP (Backpacker Tourism Advisory Panel – part of ATEC), and we lobby the government – local, state and federal.

SNAPSHOT OF THE YEAR

The global financial crisis was our biggest cause for concern as far as traveller numbers were concerned. The numbers of international backpackers continued to hold steady throughout 2008 and into 2009 with a total of 441,000 visiting NSW in the 2008 year. With a strong Australian dollar, cheap airfares and a poor job market at the point of origin, the youth market is preferring to travel to Australia rather than struggle to find work at home. The number of UK Working Holiday Visas (WHV) increased by 20% in the second half of 2008 with international agents reporting redundancy packages funding big trips to Australia. Large operators reported a couple of autumn and winter months when numbers declined on the previous year's but generally numbers have been bouncing back over the last few months.

BOA COMMITTEE

During the past 12 months the BOA committee has pushed forward on several fronts and its sub committees have worked diligently to improve the situation for the backpacking market in NSW.

REGIONAL NSW COMMITTEE

Over 40 local operators got together in Port Stephens in February for an overview of the backpacker market at the first BOA Regional Talks for the year. The Port Stephens BOA Sub Committee is a shining example of operators working together to ensure the area continues to grow in popularity within the backpacking market.

The Byron Shire backpacker industry got together in June for a BOA Regional Talks industry forum. The meeting covered the latest statistics and trends of the backpacker market and was followed by an open forum in which operators discussed the issues affecting the industry in the Byron Shire and in particular Byron Shire's Draft Tourism Management Plan. The draft plan included recommendations to limit the development of new backpacker accommodation and change Byron's reported "party-town" image by focussing on "high yield" markets and marketing to international tourists other than backpackers. BOA is following up with Council on these matters, clarifying for instance that the backpacker market has

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been consistently identified as high yield as its average spend is around double of that the typical international tourist.

HOSTELS COMMITTEE

The issue of illegal backpacker accommodation has been a major concern. BOA conducted its own anti-bill posting campaign in Sydney CBD and collected seven big sacks full of adverts for backpacker and student accommodation. The exercise confirmed that a large majority of the posters are put up on an organised basis on behalf of a handful of operators who have leases over multiple apartments and are letting mostly beds not rooms on a nightly, weekly and monthly basis at a density well beyond that for which the apartments have been approved.

BOA is pressuring Council and Councillors to take action to identify the individuals or businesses behind the flyers. We believe that one or two well publicised prosecutions could solve the problem and both protect the rights of travellers and provide an even playing field for legitimate backpacker hostels. BOA attended a meeting with the Mayor of Sydney, Clover Moore and consequently the City of Sydney Council has agreed to blitz suspected flats and houses in the following months and established a direct communication avenue for BOA

to send in suspected illegal backpacker accommodation.

MEMBER SERVICES COMMITTEE

BOA has provided more services to its members than ever before. Its new website is much more dynamic and interactive; information and industry statistics can easily be retrieved. The introduction of an annual BOA Wall Planner and Desktop Calendar with key industry dates was a welcome one. It has certainly helped me to remain organised!

EVENTS COMMITTEE

The last year has produced the largest amount of BOA events since it began in 1992. They have always been well supported by the industry, both regionally and locally. Apart from the Regional BOA Talks in Port Stephens & Byron, we have got together at the AGM, our Christmas Party, Lawn Bowls, Cricket Match, Bollywood Ball, BOA Talks, Business Speed Dating and the Golf Day.

SPONSORS & SUPPORTERS

BOA is in a much better place thanks to the support of its main sponsor, Travelex, and supporter, Insurance Advisernet. I have no hesitation in recommending both companies, as my business saves money by using both their services.

I'd like to conclude by thanking three key groups without which BOA could

not operate. Tourism New South Wales continues to provide funds for projects, and for this we are very grateful. Likewise to the elected committee, who take precious time out from their own businesses to help the broader industry. A very special thank you to retiring Committee members Julian Ledger, Mike Barrow and Peter Burke who have all dedicated many years of service. And finally, of course, to the hardworking secretariat, Nadia Karasawa and Bronwen Stinson, who make BOA run like clockwork and are the foundation which enables further growth.

I wish you all the best for the forthcoming year.



David Lamyman
President

HON SECRETARY'S REPORT

MEMBERSHIP

As at 30th June 2009 membership stood at 108, an increase of three on the previous year. Seven operators took advantage of the 18 months for 12 months membership deal.

At the time of this report going to print, 75% of the 2008/09 members had renewed.

Additions to members only services included free 30 minutes initial telephone consultation with solicitor, Tony Cordato and insurance advice from Insurance Advisernet.

Funds were expended on updating the BOA database to facilitate electronic communications with members and prospective members.

COMMITTEE

The Committee met seven times during the year at various locations. Average attendance at committee meetings was 69%. Attendance by Committee Members is set out in Table 1.

GENERAL MEETINGS

In addition to Committee meetings the Secretariat also convened a program of General meetings, re-branded as BOA Talks, and social events (Table 2).

BOA organised the fourth backpacker BOA organised the fourth backpacker industry

COMMITTEE MEMBER	ATTENDED	POSSIBLE
Dave Lamyman (President)	7	7
Ian Wakeling (Vice President)	4	7
Julian Ledger (Hon Secretary)	6	7
Paul Vella (Hon Treasurer)	4	7
Bec Wagener	4	7
Chris Harrison ¹	2	3
Christian Millett	4	7
Jack Bowcott ²	3	6
Katrina Greeves	5	7
Marcus Lenarduzzi	6	7
Mike Barrow ¹	1	4
Peter Burke	5	7
Rick Schindler	6	7

Notes:

(1) Mike Barrow resigned from the Committee in February 2009 and Chris Harrison was co-opted.

(2) Jack Bowcott resigned June 2009.

Table 1: Committee Attendance

MONTH	VENUE	EVENT	ATTENDANCE
August	Beverly Park Golf Course	Annual Golf Day	28
December	Scary Canary	Christmas Function	112
February	Paddington Bowls	Lawn Bowls	26
February	O'Carrollly's Eco Villages	BOA Regional Talks, Port Stephens	35
March	Reg Bartley Oval	Cricket Match	28
March	Taronga Zoo	BOA Industry Ball	158
June	Nomads Odyssey	BOA Regional Talks, Byron Bay	37

Table 2: Events held in 2008/9



ball, the association's main fund-raiser. The evening involved a silent and a live auction, the presentation of the Backpacker Industry Awards as well as the opportunity to network with other industry members.

PUBLICATIONS

Directions, BOA's industry newsletter, was distributed monthly by email to BOA members and key industry figures. All issues of Directions are available on BOA's website (www.boansw.org.au) and members are encouraged to provide content on business developments and regional updates.

REPRESENTATION OF BOA AT MEETINGS

- Tourism Industry Forum – Tourism New South Wales
- Backpacker Tourism Advisory Panel – Australian Tourism Export Council
- Tourism Industry Council New South Wales

THE REGIONS

The main projects undertaken in the 2008/9 year included the two industry forums (BOA Regional Talks) in Port Stephens - February and Byron Bay - June.

ISSUES PURSUED BY BOA

Five sub-committees were set up to deal with specific aspects of BOA's operations.

- **Hostels Committee:** Continued to work on standards, touting and closing illegal hostels. Members: Julian Ledger, Marcus Lenarduzzi, Christian Millett
- **Public Relations, Media & Representation Committee:** Liaise with industry bodies Members: Ian Wakeling, Peter Burke
- **Events Committee:** Responsible for organising the BOA social events calendar, including maximising fund-raising opportunities, providing a social networking environment for the membership and communicating the events calendar fully to the membership and their staff. Members: David Lamyman, Chris Harrison, Katrina Greeves, Christian Millett, Rick Schindler
- **Membership Services Committee:** Develop the BOA product, including, but not limited to, the services available to the membership, in line with the funds at hand within the Association. Members: David Lamyman, Chris Harrison, Katrina Greeves, Marcus Lenarduzzi, Paul Vella
- **Regional Development Committee:** Work with Tourism NSW on the development of regional NSW product. Concentrate on product development and education. Members: Rick Schindler, Paul Vella, Bec Wagener

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Five sub-committees were set up to deal with specific aspects of BOA's operations - Hostels, Public Relations & Media, Events, Membership Services and Regional Development.

In 2008/9 BOA was involved with the following:

- Supporting the Backpacker Tourism Advisory Panel (BTAP) in lobbying the Federal Government to maintain the Working Holiday Makers scheme. BTAP (ATEC) was successful in gaining confirmation from Immigration Minister, Chris Evans, that the Government had no plans to cap working holiday visas at this time of economic downturn.
- Continued to liaise with the NSW Government including briefing the new Minister for Tourism, Jodi McKay, on the backpacker sector.
- Increased membership benefits with more free/discounted services to BOA members and an enlarged calendar of networking events.
- Working with other organisations to combat unauthorised hostels.
- Lobbying the City of Sydney concerning illegal accommodation bills being posted throughout the CBD.
- Continued to work with local councils regarding hostel standards and unauthorised accommodation.
- Liaised with City of Sydney Council regarding the sale of cars by backpackers in Victoria Street Kings Cross following the closure of the Kings Cross Backpacker Car Market.

- Discussions with Sydney Airport Corporation and Department of Fair Trading regarding touting at the international airport by some shuttle operators.
- Participation with NSW Department of Health in their campaign regarding STDs.
- Discussions with Sydney Airport Corporation regarding the closure of the Backpacker Board.

Thanks go to Tourism New South Wales, Travellex and Insurance Advisernet for their support.

This is my last Hon Secretary report for BOA. I was a founding member of BOA back in 1992 and have served since then as Hon Secretary. I now pass on the mantle to new committee members. I have watched BOA grow from its humble beginnings when a group of operators met to discuss common issues, to the association it is now with a solid bank balance and membership representing the backpacking industry in Sydney, regional NSW and the ACT.

I would encourage industry participants to serve on the Committee. New perspectives are always valuable and in return you will gain from the relationships forged and from a broader appreciation of the sector. The reasons for BOA to be as significant as

ever and include the industry speaking with one voice, contributing to the strategies behind the marketing of Sydney, NSW and the ACT, industry safety and standards and industry networking. Not to mention projecting a positive image for this State which after all is the original home of backpacking.

I know I leave BOA in good hands and will continue to be on hand to support its progress. As a Board member of Tourism New South Wales I am also in a position to contribute to their policies to attract the youth market. I'm an apology for the AGM as I'm over in NZ for their Backpacker Conference on their request to explain how we have got the industry organised in Australia and also banging the drum for this as a destination.



Julian Ledger
Hon Secretary

PORT STEPHENS BRANCH

The BOA Port Stephens Branch is committed to working together with other operators from the region to promote Port Stephens as a destination to the backpacker market through joint marketing activities.

We hold regular meetings to explore new marketing projects and investigate possible avenues for much needed funding.

Over the past year we have worked on the following projects:

- We attended the Backpacker and Adventure Travel Expo in November 2008 in partnership with North Coast Tourism. This enabled us to combine with Port Macquarie and Coffs Harbour and promote the North Coast Touring Route, highlighting the position of destinations up the North Coast. There were 14 Port Stephens operators that partnered on the stand and we gained the runners up position at the Showstoppers Awards!

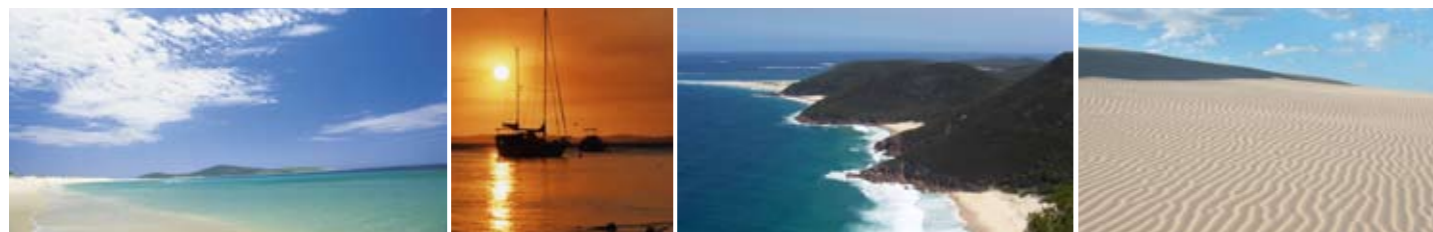
- We maintain a B2C website www.portstephensbackpackers.com.au and have recently optimised it.
- Port Stephens hosted the industry forum BOA Regional Talks in February 2009, attended by over 30 regional operators.
- We have, and will continue to lobby Greyhound to provide more information for Greyhound guests on where the correct Port Stephens coach stops are.
- The group supported the "Whale Fest" and the "Human Whale Project" on behalf of our Whale/Dolphin watch operators.

Our plans for the 2009/10 year include:

- A Members' Newsletter for members of the Port Stephens Backpackers Cooperative Marketing Group.
- Attend the 2009 Backpacker and Adventure Travel Expo in Sydney with North Coast operators in November.

- A new, more informative Port Stephens brochure targetted to backpackers and possibility of sponsorship.
- Creation of a backpacker presence on the local tourism website www.portstephens.org.au.
- Submission for funds for activities like the Expo for the 2010/2011 Marketing plan for Port Stephens Tourism (with particular emphasis on the backpacker segment).

Michelle Cox
BOA Port Stephens Secretary



HON TREASURER'S REPORT

INCOME

Total income for 2008/9 was \$83,465; an increase of 6.2% on 2007/8. Membership income for the year was \$24,544, an increase of 0.3% compared with last year. Membership numbers increased from 105 to 108.

Income from Tourism New South Wales included \$5,000 towards the cost of the BOA stand at the Sydney Backpacker Expo held in November and \$4,950 for the sponsorship of the Adventure and Backpacker Industry Conference and Golden Backpack Awards dinner, organised by Focal Attractions.

The balance of income during the year came from activities undertaken by BOA such as the Backpacker Expo (\$3,136 participants' fees) and income from functions and sponsorship (\$27,429 from the Backpacker Ball held in March). BOA's bank account continues to pay interest and the \$3,958 received more than offset bank fees (\$202).

EXPENDITURE

Total expenditure for 2008/9 was \$75,597. Major items of expenditure were:

- Costs associated with holding the Backpacker Ball under Functions & Sponsorship (\$20,878);
- Secretariat fees (\$16,886);

- Regional Marketing (\$7,273) which included the sponsorship of ATEC's Backpacker Conference Day in Newcastle.
- Projects which included the production of wall planners and desk pads with key industry events, anti bill posting campaign and BOA's mailing list expansion projects (\$6,033).
- Backpacker Expo (\$5,040) offset by income received from participants and Tourism New South Wales;
- Web site (\$5,542) which included re-design undertaken in June and electronic communication with members.
- Costs associated with running the AGM, Committee and General Meetings (\$2,710) - partially offset by income generated by sponsors.

Meeting costs include those associated with the AGM and general meetings as well as committee meetings held in Port Stephens and Byron Bay.

The Secretariat service was provided by YHA and funded by BOA for one staff member two days per week. Any extra time spent by staff working on BOA was absorbed by YHA.

REGIONAL PROJECTS

Projects for 2008/9 included the industry forum BOA Regional Talks held in Port Stephens and Byron Bay.

RESULT

The net result for 2008/9 is a surplus of \$7,868. Accumulated funds at 30th June 2009 were \$91,682.

The accounts have been audited.

The Committee Members of the Backpacker Operators Association NSW Inc declare that:

- The Financial Statements in this report are drawn up so as to give a true and fair view of the financial position of the Association as at 30 June 2007, and its results for the year ended that date; and
- There are reasonable grounds to believe, at the date of this statement, that the Association will be able to pay its debts as and when they fall due.

This declaration is made in accordance with a resolution of the Committee.

Paul Vella
Hon Treasurer

INDEPENDENT AUDIT REPORT



John E Cross JP
Certified Practising Accountant
ABN 80 793 443 952

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INDEPENDENT AUDIT REPORT

TO THE MEMBERS OF

BACKPACKER OPERATORS ASSOCIATION NSW INC.

Scope

I have audited the attached financial report for the year ended 30th June 2009. The Committee is responsible for the preparation and presentation of the financial statements and the information contained therein. I have conducted an independent audit of the financial statements in order to express an opinion on them to the members.

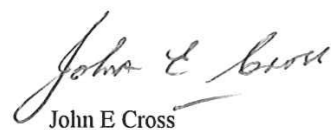
The audit has been conducted in accordance with Australian Auditing Standards to provide reasonable assurance as to whether the financial statements are free of material misstatement. The procedures included examination, on a test basis, of evidence supporting the amounts and other disclosures in the financial statements and the evaluation of accounting policies and significant accounting estimates. These procedures have been undertaken to form an opinion as to whether, in all material respects, the financial statements are presented fairly in accordance with Australian Accounting Concepts and Standards, the Associations Incorporation Act and other statutory requirements so as to present a view which is consistent with my understanding of the Association's financial position and the results of its operations and cash flows.

The audit opinion expressed in this report has been formed on the above basis.

Audit Opinion

In my opinion the financial statements of Backpacker Operators Association NSW Inc. for the period ended on 30th June 2009 are properly drawn up:

- (a) so as to give a true and fair view of the Association's state of affairs as at 30th June 2009 and of its results for the financial period ended on that date, and,
- (b) in accordance with applicable Accounting Standards and other mandatory professional reporting requirements, the Associations Incorporation Act and the Association's Constitution.


John E Cross

Sydney 3 August 2009

BACKPACKER OPERATORS ASSOCIATION NSW INC INCOME AND EXPENDITURE STATEMENT FOR THE YEAR END 30TH JUNE 2009

	2009	2008
INCOME		
Membership Fees	24,544	24,477
Functions & Sponsorship	41,782	39,272
Tourism New South Wales	4,950	0
Tourism New South Wales - Backpacker Expo	5,000	5,000
Backpacker Expo - Participants	3,136	1,273
Regional Marketing	0	5,818
Interest received from bank	3,598	2,766
Port Stephens Sub Committee	454	0
Total Income	83,465	78,606
Less:		
EXPENDITURE		
AGM, Committee & General Meetings	2,710	2,343
Audit Fee	1,400	1,200
Bank Fees	202	184
Backpacker Expo	2,232	5,030
Bad Debts	464	0
Functions & Sponsorship	20,878	22,586
Conference	677	518
Credit Card Fees	557	287
Fax & Phone	350	99
Insurance	543	453
Port Stephens Sub Committee	0	0
Postage	957	396
Printing & Photocopying	488	584
Projects	6,033	0
Regional Marketing	7,273	7,096
Registration fees	45	70
Secretariat Fees	16,886	11,932
Design & production	711	0
Stationery	1,334	69
Subscriptions	550	500
Sundry	0	491
Tourism New South Wales funded projects	4,950	0
Training	816	0
Web Site	5,542	1,212
Total Expenditure	75,597	55,050
Surplus for the Period	7,868	23,556
Add: Accumulated Funds 30th June 2008	83,815	60,258
ACCUMULATED FUNDS 30 JUNE 2008	91,682	83,815
represented by:		
Current Assets		
Bank	101,244	82,452
Sundry Debtors (note)	2,075	4,086
GST Paid (that is due to be received)	2,696	1,117
	106,015	87,655
less:		
Current Liabilities		
GST Collected (that is due to be paid)	1,828	260
Sundry Creditors (note)	12,505	3,580
	14,333	3,840
NET ASSETS	91,682	83,815
Sundry Debtors		
Backpacking Queensland	1,200	0
Jackaroo Jillaroo Australia	40	0
Legend Has It Westend	300	0
Nomads World Hotels	300	0
Oz Experience	50	0
Sydney Attractions Group	195	0
Trystan O'Brien	0	550
The Gaff	0	1,610
Blacksmiths Beachouse	0	20
THE WORD	0	20
Zone Publishing	-10	-10
George Booth	0	500
YHA NSW Ltd	0	20
Australasia Advance	0	1,376
	2,075	4,086
Sundry Creditors		
J Cross	1,400	1,200
2009/10 Membership Fees in Advance	9,105	2,380
Pt Stephens Sub- Ct'ee Nov Conf. Advance	2,000	0
Total	12,505	3,580

MEMBERS 2008/2009

ACCOMMODATION (38 MEMBERS)

Avalon Beach Hostel	Craig Doyle
Backpackers Inn	Dougall Pennefather
Backpackers Newcastle	Anna & Dean Lambert
Base Backpackers	Nick Thomas
Blue Mountains YHA	Ann Westgate
Blue Parrot Backpackers	Andrew Savvides
Boardrider Backpacker	Peter Skerrett
Bondi Beachhouse YHA	Rob Ryan
Byron Bay YHA	Paul Cason
Canberra City YHA	Kylie O'Conner
Castle Mountain Farmstay	Peter Hatfield
Cronulla Beach YHA	Michael Keogh
Eva's Backpackers Pty Ltd	Rebecca Laguna
Funk House	Marcus Lenarduzzi
Harbour City Hotel	Amanda Hall
Home Backpackers and The Shack Party Bar	Ben Henderson
Hotel Formule 1	Adrian Williams
Hunter Valley YHA	Michael Tosh
Jolly Swagman Backpackers	Matt Ambler
Melaleuca Australian Backpackers	Michelle Cox
Noahs Backpacker Bondi Beach	Doron Merchavi
Nomads World Hotels	Dev Penney
O'Carrollyn's ECO Village	Gregory Wilson
One Mile Beach Holiday Park	Pete Moeller
Orwell Lodge	Donald Macintosh



ACCOMMODATION (38 MEMBERS)

Samurai Beach Bungalows - Port Stephens YHA	Sandy & Mark Munday
Snowy Mountains Backpackers	Andrew Downing
Sundowner Breakwall Tourist Park	Simon Luke
Tamworth YHA	Carol Hobden
The Flying Fox Backpackers	Ross McKimm
The Retreat Port Stephens	Michelle Carter
Thredbo YHA	Nadia Fadel
Victor Lodge	Lee-Anne Vickers
VIP Backpackers Resort	Jacinta Sutton
Wake Up!	Christian Millett
Wandarrah Lodge YHA	Wayne & Betty Tuckfield
Wizard of Oz Backpackers	Carl Bouchard
YHA NSW Ltd (Sydney Central YHA, Railway Square YHA and Glebe Point YHA)	Julian Ledger

TRANSPORT & TOUR OPERATORS (24 MEMBERS)

Colourful Trips	Brett Eldershaw
Great Race Sydney	Joshua North
The Happy Coach Sydney	Shane Wasley
Anna Bay Surfschool, Port Stephens	Warren Keogh
Australasia Advance	Rick Schindler
Connections	Lance Batty
DolphCom Solutions	Andrew Parker
FJ Tours Pty Ltd	Joanna Artwoeger





TRANSPORT & TOUR OPERATORS (24 MEMBERS)

Gone Walkabout Safaris	Russell Bambach
Imagine Cruises	Yves Papin
Leconfield Jackaroo & Jillaroo School	Tim Skerrett
Lets Go Surfing	Craig Wachholz
Moonshadow Cruises	Pip Sutton
Oz Snow Adventures/Waves Surf	Matt Goodall
Port Stephens Parasailing	Renee Jurgielan
Sahara Trails Horse Riding and Farmstay	Siri Nicolas
Skydive The Beach Sydney	Anthony Boucaut
Surf Camp Australia	Paul Vella
Surfing Byron Bay	Serena and Matt Adams
All Seasons Campervans	Suzanne Barttett
Greyhound Australia	Tim Gordon
Kings Cross Backpackers Car Market	Don MacMillan
RailCorp/CountryLink	Robert Blanch
Travellers Auto Barn	Peter Burke

MEDIA & COMMUNICATION (10 MEMBERS)

Adventure Travel and Backpackers Expo	Andrew Paltridge
Gate 7	Anna Jura
Global Gossip Group	Peter Ovenden
Goodie Bag Media	Jack Bowcott
Leapfrog Travel Marketing	Jason Eveleigh
Magascreen Pty Ltd	Michael Stimpson

MEDIA & COMMUNICATION (10 MEMBERS)

The Greenroom Internet Cafe	Jane Dent
THE WORD	Mike Barrow
TNT Magazine Pty Ltd	Ian Wakeling
What Media Group	John McMahon

BARS & RESTAURANTS (6 MEMBERS)

Empire Hotel	Hamish Pope
Scubar Downunder	Paris Short
Strattons Hotel	Tim Webb
Sydney Tower Restaurant	Lil Strika
The Gaff	Jason Zammit
The World Bar	David Lamyman

TRAVEL & INBOUND AGENTS (5 MEMBERS)

Nomads Travel	Sallie Gregory
Peterpans Adventure Travel	Matthew McCourt
Travellers Contact Point	Alan Collingwood
TravellersXpress	Peter Colbert
Backpackers Buddy	David Goldsmith

RECRUITMENT & TRAINING (3 MEMBERS)

Infront Staffing	Marc Parche
Geoffrey Nathan Consulting	Mark O'Keefe
Job Capital	Jo Burston



OTHER BUSINESSES (5 MEMBERS)

Hostelworld.com	Kristy Carstairs
World Nomads	Katrina Greeves
Fruitshack	Michael Lerano
Ozepost Pty Ltd	Phillip Abadee
Mark Turnbull	Mark Turnbull

ASSOCIATE MEMBERS (17)

Cheeky Monkey's Restaurant & Bar	Monique Phillips
Working Holiday Centre	Catherine Cahill
AIFS	Wendi Aylward
Airport Media Pty Ltd	Nick McFarlane
Australian Museum	Carole Betts
Backpacker Campervans	Yana Ivanov
Blue Mountains Trolley Tours	Peter Stieger
Hostec	Michelle Thelning
Jani King (NSW) Pty Ltd	Brent McDonald
Landmark Pacific Holdings	Craig Donnell
Madam De Biers	Susi Koppenhofer
Marsh Pty Ltd	David Bowler
Mojo Surf	Dianne Lamb
Online Systems	Andrew Guzowski
St George Bank	Simon Drumm
Sydney Attractions Group	Geoff Tiver
Sydney Harbour Foreshore Authority	Melanie Flanigan



Dynamic Currency Conversion (DCC) converts a transaction from Australian dollars to the foreign currency of a credit card at the point of sale.

DCC is available for Visa and MasterCard transactions in **seventeen of the major foreign currencies.**

The Travelex EFTPOS terminal detects eligible credit cards automatically. An offer allowing the customer to pay in their home currency (or Australian Dollars if they choose) is then presented on the terminal screen. If the card is local then the process continues as a standard credit or debit card transaction.

The DCC process is both quick and simple. This allows the normal flow of your business to continue without interruption.

It is also very simple from a "back of house" perspective. All payments are processed to the merchant's account in a single daily Australian Dollar settlement. Further to that you do not need to alter your existing banking arrangements. We will settle funds to your nominated account.



Using DCC has many benefits to both your customer & you:

Your Customer (the foreign cardholder)

1. Full disclosure of the amount that they will ultimately pay in their home currency.
2. Competitive exchange rate set daily and backed by Travelex's global brand in the foreign exchange market.
3. Avoids hidden conversion fees. Because the cardholder pays in their home currency the need for their bank to perform the conversion is removed.

You (the Travelex customer)

1. Receive a share of the Foreign Exchange revenue (previously lost overseas) by way of a rebate. Rebates are automatically deducted from the merchant fees and the end of each month reducing the cost of doing business.
2. Receive a level of attention and customer service that you're probably not use to dealing with a bank! Our goal is to ensure that you receive the maximum possible saving using our DCC merchant service. In order to achieve that goal we provide regular feedback and ongoing training. Furthermore, the Travelex representative that established your merchant facility will manage it. You will always have a direct line to us in the rare event a problem occurs.

Current BOA members benefiting from Travelex Merchant Services:
 VIP Backpackers, Nomads World Hotels, Backpackers Inn Byron Bay, Backpackers Newcastle, Boardriders Backpackers, Funk House, Home Backpackers, Jolly Swagman Backpackers, Melaleuca Surfside Backpackers, The World Bar, Wake Up!

Travelex are a proud sponsor of BOA NSW and the greater backpacking community. For more information please contact **Nathan Brown** on (02) 9906 0646 or email nathan.brown@travelex.com.au



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INSURANCE ADVISERNET
making insurance work for you

Our Commitment to You

As your appointed Insurance Adviser, we will:

- Conduct an analysis of your risk/needs and recommend the most appropriate covers to protect your assets and liabilities
- Recommend the appropriate insurer to match the risk
- Only recommend financially secure and stable insurers
- Provide alternatives on your risk retention through various excess options
- Allow you to pay premiums in monthly instalments
- Provide prompt and timely servicing of your accounts to ensure you are adequately informed of issues that may affect your business

Insurance Advisernet offers BOA members the following:

- Competitively priced products
- Peace of mind regarding the adequacy and content of their insurance covers
- A sincere and personalised relationship
- A obligation free review of your existing insurance arrangements

In other words, at Insurance Advisernet, we're committed to **making insurance work for you**.

Your BOA Team

Fred Allsopp, Sean Morriss and Andrew Bunting have between them a wealth of experience and are dedicated to providing prompt straightforward assistance.

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Insurance Advisernet Australia Pty Limited (IAA) is a registered General Insurance Broker and a principal member of the National Insurance Brokers Association. ABN 81 072 343 643 AFS License Number 240549.

BOA NSW

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