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## Message from the Chairman

**I am now well settled into my role of Chairman at ACA and am very much looking forward to travelling to Florida to participate at Seatrade Cruise Global.**

The ACA team is well represented this year, covering all corners of our vast destination.

I am enthused to join a panel on the Regional Spotlight – Asia/Australasia Segment. The opportunity to engage with the cruise lines on a global stage, discovering ways to further grow our part in the industry is always welcome.

Our annual Down Under BBQ makes another notorious appearance. Be sure to visit booth #1813 on Wednesday 7 March from 3-5pm for some wonderful Australian and New Zealand hospitality.

ACA has another busy year ahead. We will continue to work with the NSW Government on capacity solutions in Sydney, support Brisbane Ports with the largest cruise investment project in many years, welcome the roll out of the Newcastle and Eden facilities, projects in Gladstone and Broome, and support our all-embracing destinations to deliver the best cruise experiences in the world.

We have also developed stronger ties with Ports Australia where we hope to jointly support the cruise industry within Government.

I look forward to seeing many of you in Fort Lauderdale and working with you throughout 2018.

**Grant Gilfillan**  
Chairman

## Brisbane's new International Cruise Terminal is underway

**Construction on the new Brisbane International Cruise Terminal at the mouth of the Brisbane River has commenced and the Port of Brisbane has indicated that the \$158 million dedicated cruise terminal is planned to be operational in early 2020.**

Late in 2017, the green light was given to the project by the Queensland Government and Port of Brisbane wasted no time in getting started on

what will be one of the most significant infrastructure projects for cruise in the near future.

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## Brisbane's new International Cruise Terminal is underway

The facility will cater to cruise vessels of all sizes and is the gateway to the multitude of tourism experiences Brisbane has to offer. The location also provides easy access to the fabulous Sunshine and Gold Coasts meaning the future of cruise tourism in Queensland is looking very bright.



## Kimberley Coastal Pilots to provide professional marine advice to the cruise industry

West Coast Pilots Pty Ltd and Captain Craig Brent-White are pleased to announce the launch of Kimberley Coastal Pilots (Int) Pty Ltd. Kimberley Coastal Pilots has been formed to provide much needed professional and quality assured, coastal pilotage and marine advice to cruise vessels visiting the Kimberley coast in Western Australia.

The Kimberley is a unique global tourist destination. Its remarkable natural and cultural beauty provides a point of difference experience unmatched anywhere in the world. Over the last decade, an increasing number of cruise vessels have visited the Kimberley to experience its remote and spectacular sights.

The area's unique geography however, creates navigational challenges for ships and other vessels transiting these waters. King tides in excess of 10 metres, some of the largest in the

world, results in strong currents and eddies in its waterways. These are particularly evident when navigating close to the myriad of spectacular islands, reefs and shoals in the area, many of which are uncharted. Local knowledge is therefore essential when navigating these waters to mitigate risk and to help protect this unique and sensitive environment. The Australian Hydrographic Office strongly recommends local knowledge be utilised for all vessels transiting these areas.

Kimberley Coastal Pilots has been formed to provide the cruise industry with the assurance that this critical marine safety service is being performed to the highest industry standards. The joint venture partners have extensive experience navigating and piloting in the Kimberley. No other organisation or group could match Kimberley Coastal Pilot's combined experience in the region.

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# Townsville turning it on for cruise passengers

Townsville loves cruise passengers and cruise passengers are loving Townsville!

Nineteen cruise ships will visit Townsville in 2018 and Townsville rolls out the red carpet for each and every one. Live music and entertainment, free tropical fruit tastings, market stalls, free city-loop shuttle buses and free wi-fi are permanent fixtures for cruise welcomes. However, it is the port staff and the ever-smiling Townsville volunteers who ensure a smooth visit and where feedback in the visitor book from cruise ship passengers is nothing but complimentary of a city full of welcoming people and fabulous attractions.

Some quotes from the recent Silverseas visit: 'Simply smashing!', 'Beautiful people, we will be back', 'Lovely, friendly, informative', 'Wonderful stop and such friendly folk'.



The following link are some happy passengers from the Magellan:  
<https://www.youtube.com/watch?v=dlj3LSN7By4>

Townsville is one of the fastest growing cruise destinations in Australia and the people of Townsville should be congratulated for making such a great impression, but they are not stopping there! The Townsville Port

Expansion Project recently gained EIS approval and the 'Cruise Ship Attraction Committee' is working tirelessly to ensure improvements to the ship and passenger experience. To learn more about cruising in Townsville and to see the wonderful new cruise volunteer uniforms 'click here' <https://www.townsville-port.com.au/operations-trade/shipping/cruise-ships-6wv6ny/>

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## Kimberley Coastal Pilots to provide professional marine advice to the cruise industry

Captain Brent-White is a well-known identity in the Kimberley. Craig is a Master Mariner who has worked on the coast for over 30 years. He has extensive knowledge of many of the coastal features and anchorages between Broome and the Northern Territory border. Craig has been providing advice and services to major cruise operators for a number of years and will be the Company's Senior Pilot/consultant.

West Coast Pilots is the premier multi-port marine pilot service provider in Western Australia. Since 2003, the Company has built a reputation for providing the highest quality Master

Mariner pilots under a fully accredited quality safety management system. West Coast Pilots provide services to a number of locations in the Kimberley, including Broome and Yampi Sound.

Kimberley Coastal Pilots are excited about the potential for increased cruise vessel activity on the Kimberley Coast. The economic and social benefits for the region and for tourism in WA generally are clear. With the combined experience of the partners, Kimberley Coastal Pilots stand ready to deliver a vitally important service to support the cruise industry servicing the spectacular Kimberley region.



## Port of Portland set to berth larger cruise ships

The Port of Portland on Victoria's southwest coast has announced it will target the newer class of 295 metre cruise ships, boosting international tourism and economic benefits to the historic and picturesque town of Portland.

As the gateway to some of Australia's best attractions including the Coonawarra Wine Region, the Grampians National Park and World Heritage-nominated Budj Bim indigenous cultural site, the Port of Portland has been expanding its cruise liner offering since 2014.

The Port of Portland's Business Development Manager Kara King says the port is focused on becoming the regional port of choice for the cruise industry, complementing its commercial trade which includes sustainable woodchip, livestock and grain exports from the region.

"We are thrilled to be able to offer berthing facilities to the new class of larger cruise liners, which are seeking greater variety in ports and itineraries for their passengers. This will in turn bring more people to this spectacular region of Australia," Ms King said.

"Previously we were able to target standard cruise liners at 245-250 metres but we know the demand is for larger vessels. Our pilots have recently conducted simulator work in Tasmania, successfully berthing 295 metre vessels in simulated Port of Portland conditions, demonstrating that we have the technical and infrastructure capacity to cater for this market," she said.

Cruise Liners are berthed at the SL Patterson Berth which is outside the commercial port precinct, with easy and safe access to the foreshore and town for disembarking passengers. Six cruise ships were berthed in the 2016-17 season, with capacity for greater numbers in future.

"The community love the arrival of the cruise ships and we have extraordinary volunteers who guide our visitors to their buses and into town, whilst an army of market stall holders set up on the foreshore selling stunning local produce, craft and artworks," Ms King said.

"We must continue to work hard to communicate the advantages of berthing at the Port of Portland to the cruise industry. We know that international awareness of Portland and the region as a tourist destination isn't high, so the opportunity is just enormous," she said.

The Port is working alongside the Glenelg Shire and Visit Victoria to get Portland front of mind. Glenelg Shire Marketing Manager Liz McKinnon said the opening of the \$8m Budj Bim site over the next two years will be a game changer for the region and Australian tourism as a whole.

"Budj Bim is more than 1500 years older than Stonehenge and the Pyramids. It's truly astonishing and the fact it's relatively recently discovered and nominated for UNESCO World Heritage Listing, we know that people from around the world will be interested in visiting," Ms McKinnon said.

Other key attractions include the crescent-shaped Cape Bridgewater with some of Victoria's highest coastal cliffs on the rim of an ancient volcano, and the magnificent cobalt-blue waters of Mt Gambier's Blue Lake.

Opportunities for the winter months include whale watching when the Southern Right Whales enter Portland Bay and charter fishing for 100kg Southern Bluefin Tuna.

"Accommodating larger cruise ships at the Port of Portland will play a key role in this tourism growth for our region," Ms McKinnon said.





# Phillip Island – a ‘must do’ for cruise ship passengers

Located only 90 minutes drive from Melbourne or six hours or 83 nautical miles from Melbourne, Phillip Island is an important anchorage for cruise ships.

Phillip Island is home to the Little Penguins. The Phillip Island Nature Park manages five major attractions: the Penguin Parade; the Koala Conservation Centre; Churchill Island Heritage Farm; Wild Oceans EcoBoat Tours; and the Antarctic Journey at the Nobbies Centre as well as other recreational areas, including beaches, wetlands and woodlands.

From November 2019 a new \$50M Phillip Island Nature Park Visitors Centre, along with immersive experiences will open as part of the Nature Park’s redevelopment.

The Nature Park plays a significant role in conservation of the Little Penguins and the new visitors centre will bring this to life with new digital displays and interpretive experiences. The Nature Park is also introducing small group ranger led experiences to enable visitors to learn about the work of the conservation team protecting the 1400 breeding pairs of Little Penguins.

This exciting new experience will be a ‘must do’ experience for cruise passengers and is likely to lead to more cruise ships visiting Phillip Island.



# Bunbury's warm welcome creates journey to remember

Bunbury gave the Azamara Journey a warm welcome when it made its maiden voyage to the city on the Australia Day long weekend.

To create a memorable experience for crew and passengers, the City of Bunbury Brass Band played while the ship docked and passengers disembarked.

Special Welcome Bags were provided on the wharf, and nearly all the passengers went exploring Bunbury and surrounding areas. A new Aboriginal Heritage Walking Tour proved popular, as did feeding kangaroos at the Bunbury Wildlife Park. Another tour that sold out was the Margaret River Wine Experience with lunch at an award-winning winery.



A delegation of community leaders also went on board to officially welcome the ship's captain. About \$125,000 was expected to be pumped into the local

economy during just one day in port, according to Azamara Club Cruises Australia.

## Plaza Premium Lounge

Plaza Premium Lounge is delighted to announce the opening of their Melbourne lounge in mid-March, 2018, located in International Departures, Terminal 2, Level 1, Melbourne Airport (near Gate 2).

In addition to our new Melbourne lounge, we can be found in the following international airports: Plaza Premium Brisbane Lounge, and SkyTeam Sydney Lounge, as well as over 160 locations in 36 international airports and 16 countries and regions.

Regardless of tier of travel, passengers can access our airport lounges and enjoy the comfortable surroundings along with an array of quality food and



beverage offerings. Our ultimate aim is to provide travellers with comfort, convenience and connectivity. We know the importance of arriving at your destination well rested and ready for the day ahead.

This has resulted in numerous international awards, including winning Skytrak's "Best Independent Airport Lounge" for the second consecutive year.

Plaza Premium Lounge very much welcomes the opportunity to partner with cruise lines to enhance the travel experience either on the way to join a cruise or on the homeward journey.

Please contact Stuart Vella, General Manager at: [stuart.vella@plaza-network.com](mailto:stuart.vella@plaza-network.com) for any queries you may have.



# Mirvac wins at the 2017 NSW Tourism Awards

Mirvac won the NSW New Tourism Business category at the 2017 NSW Tourism Awards for its innovative shopping ferry service, the Shopper Hopper. The NSW Tourism Awards acknowledge and celebrate tourism excellence and businesses that demonstrate significant achievement.

The only ferry service of its kind on Sydney Harbour, Shopper Hopper offer's international and domestic travellers a unique tourism shopping and dining experience travelling between Circular Quay, Harbourside in Darling Harbour and Birkenhead Point.

Since its inception in September 2016, the Shopper Hopper has quickly solidified its position as a key tourism offering in Sydney – hosting over 15,000 guests from across Australia, New Zealand, Singapore, Malaysia, United States, Canada, United Kingdom, Hong Kong and the Philippines. In continued partnership with *Fantasea Cruising*, the Shopper looks to increase its visitation to 16,000 yearly.

Mirvac Retail National Tourism and Destinations Manager, Gemma Bosworth commented, "It's been a pleasure watching the Shopper Hopper grow into the tourism product it is today and for it to be recognised at the

NSW Tourism Awards is an incredible achievement for not only Mirvac but its guests, stakeholders and partners".

Each centre within the Mirvac portfolio is treated as a standalone entity yet forms part of a collaborative and integrated approach that allows the centres to complement each other. The Shopper Hopper ferry service demonstrates how Mirvac has taken into consideration the needs of the primary trade demographic for both Harbourside and Birkenhead Point shopping destinations, developing a service that will appeal to both local shoppers and visiting tourists.

The win follows a number of recent awards for Mirvac, with Mirvac securing three wins and five runner-up awards at the 2017 Shopping Centre Council of Australia Marketing Awards, along with a silver award at the 2017 International Council of Shopping Centre Awards in October.



# SeaLink commences Rottneest Island Ferry Service

SeaLink has undergone some huge changes in Western Australia in the past few months with the addition of a new service to Rottneest Island.

With 83 stunning bays and beaches, Rottneest Island is Western Australia's favourite island paradise, located just off the Perth coast. Visitors can choose one of the many exciting and engaging touring options or simply hire a bike and cycle around the island at their own pace. In addition, they can also swim or snorkel in one of the picturesque Mediterranean style beaches (classed as some of the world's best) and of course, take a selfie with the 'world's happiest animal' – the quokka.

Departing daily from Fremantle, SeaLink Rottneest Island provides the newest ferry service to this beautiful and unique destination. With hospitality trained staff, visitors can expect excellent customer service and a friendly smile to welcome them on board. Multiple trips depart each day and SeaLink's experienced team can tailor an itinerary with a wide range of touring and package options available.

In addition to the Rottneest Island service, SeaLink has also upgraded its amazing Swan Valley Gourmet Wine Cruise with new premium West Australian wines, gourmet cheese board, freshly baked muffins and locally brewed coffee, there is absolutely nothing to do but hop on board from Barrack Street Jetty and relax and enjoy the landscape as you escape the city and cruise into the upper reaches of the picturesque Swan Valley on the way to the prestigious and world renowned Sandalford winery.

On arrival, guests are treated to a selection of more fine wines together with a behind the scenes wine-making tour followed by a two-course gourmet lunch. A sumptuous dessert selection combined with more premium wine is served on the return cruise to the city whilst soaking up the live entertainment.

The Swan Valley is the only wine region in Australia accessible by boat from a capital city.



# ACA Welcomes 3 New Members

## The CaPTA Group

Locally owned and operated by the Woodward family, The CaPTA Group operates tours and attractions in Tropical North Queensland.

The group comprises Rainforestation Nature Park and Australian Butterfly Sanctuary in Kuranda, Wildlife Habitat in Port Douglas, Cairns ZOOM and Wildlife Dome in Cairns, Tropic Wings Cairns Tours, Jungle Tours, ABC Sales & Maintenance and Careers Training Centre.

Tropic Wings provides a comprehensive range of the best quality 4 and 5-star vehicles to cater for all transport requirements. Amongst our modern fleet you will find varying vehicle sizes and seating capacities ranging from 7 to 57. Tropic Wings currently caters charters for many Cruise ships throughout the year docking in Trinity Wharf,

Yorkeys Knob and Port Douglas, with all our attractions visited by many of these cruise ship passengers.

## Kimberley Coastal Pilots

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Kimberley Coastal Pilots provides the cruise industry with the assurance that this critical marine safety service is being performed to the highest industry standards.

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## Big Bus Tours

Big Bus Tours is the world's largest operator of open-top sightseeing tours, fuelling the spirit of adventure in 19 cities across four continents. Each tour provides a hop-on, hop-off facility at a variety of interesting and iconic locations to provide a flexible approach to city discovery. In Australia, Big Bus Sydney offer 33 stops along our Sydney and Bondi Beach routes and both tours are included in a 1 or 2 day ticket.

A fun, fact filled commentary is available in eight languages and tours operate every day of the year. Visit [www.bigbustours.com](http://www.bigbustours.com) or download the Big Bus Tours app for the perfect city companion.



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