



**CRUISE  
DOWNUNDER**  
*your first port of call*

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## Message from the Chairman

I am delighted to have been appointed the Chairman of CDU at the recent annual general meeting held in Perth.

My previous roles as CEO of Port of Melbourne Corporation and Great Southern Railway have given me a sound understanding of the cruise sector needs from both a port and tourism perspective. I look forward to leading the management committee in strategically driving the organisation to meet the needs of the membership.

I wish to recognise the dedication and great leadership of my predecessor, Chris White. Chris provided great leadership to the organisation during a time of immense boom within the industry. I also acknowledge the Life Membership bestowed to Glenn Stephens, CDU's treasurer for fifteen years and one of the founding members of the organisation.

Our 2014 Conference in Perth was another outstanding event with a high calibre of international and domestic speakers and robust workshop sessions. The pre and post familiarisation programs held around the country were an integral part to showing off the great diversity of cruise opportunities.

The Christmas and New Year is an extremely busy time for our members as they deliver efficient operations for cruise lines and memorable experiences for cruise passengers.

I look forward to working with all of our stakeholders in the coming months and wish you and your families a wonderful Christmas and New Year.

**Stephen Bradford**  
Chairman



# Sydney's terminal upgrade nears completion

There were a total of 32 cruise ship turnarounds in Sydney during November. The Overseas Passenger Terminal (OPT) had 21 of these movements and 11 were at White Bay Cruise Terminal. Based on the average capacity of these vessels, more than 130,000 passengers were processed during the month.

November marked the first time in Sydney that temporary passenger transfers were arranged between two cruise terminals. In order to help fast-track the major OPT upgrade, four cruise movements between 26 October and 11 November saw passengers processed at White Bay before being transferred by private ferries to their waiting ship at Circular Quay.

This achievement would not have been possible were it not for the collaborative effort from the cruise lines, cruise terminal operations coordinators, marine operations, ferry operators, customs and border protection staff,



port agents, logistics staff, security and traffic controllers, construction project teams, customer service representatives and others involved.

The new northern dolphin at the OPT was used for the first time when RCCL's Celebrity Solstice berthed on 3 November. The 60 metre wharf extension has also become operational, providing more work space for the provisioning of vessels. Work on the OPT upgrade is now past half-way.

New lifts and escalators are in place, as is the travelator.

With new glazing, flooring, tiling, balustrades and other building finishes now going in, external construction hoardings are progressively starting to come down. The temporary marquee on the southern forecourt will continue to be used until closer to Christmas. The target functional completion date for all works of 31 January 2015 is coming into view.

## Celebrating 10 year anniversary of Cruise Ship Ambassadors



It has been 10 years since the first group of Cruise Ship Volunteer Ambassadors gathered at Abell Point Marina to warmly welcome cruise ship passengers to Airlie Beach.

The 10 year anniversary celebration was held on the 20<sup>th</sup> November at Abell Point Marina. Whitsundays Marketing and Development Limited (WMDL) Executive

Director Jeff Aquilina stated it was an important night to acknowledge the fantastic work done by the Cruise Ship Ambassadors.

"Over the past years, cruise ship arrivals have grown from around a dozen to over fifty in the Whitsundays and the cruise ship industry has become a sustainable pillar of our local tourism industry, injecting millions into the local economy," Mr Aquilina said.

"With Australia taking on a strong position in facilitating cruise ship growth, the Whitsundays has gained a competitive edge through the successful inception of Australia's first Cruise Ship Ambassador Program,"

"Led by Judi Dunn, the Ambassadors go out of their way to ensure passengers feel welcome, have all the information

they need, and are pointed in the right direction," Mr Aquilina said.

It was an evening to celebrate the outstanding efforts of our Cruise Ship Ambassadors and for those who joined us on the night it was a great way to congratulate the Ambassadors for their hard work and commitment to our region.

40 Volunteers were presented with certificates and a commemorative trophy during the evening.

The evening function was hosted by WMDL in partnership with Tourism and Events Queensland, Abell Point Marina and Barcelona Tapas Bar and Restaurant.

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# Diamond Princess makes history in Busselton



## Princess Cruises' Diamond Princess has made history in Western Australia by becoming the first cruise ship to visit Busselton.

The 116,000-tonne ship anchored off the coast on Thursday, November 27, with 2,580 guests enjoying a full day of sightseeing, shopping and tours in Busselton.

Another nine visits are scheduled to visit Busselton in 2015 and 2016.

Diamond Princess' guests enjoyed a wide range of tours in the area from sea kayaking in Geographe Bay and exploring Ngilgi Cave, to tours of the city highlights and visits to the nearby Margaret River wine region.

The ship's visit to Busselton comes 10 days into a 28-day circumnavigation of Australia, which marks the start of its four-month Australian summer deployment.

Diamond Princess' visit to Western Australia reflects Princess' increased focus on cruising in the State, with the cruise line set to undertake its first ever year-round program of sailing from Fremantle next year.

The program will see Princess Cruises carry more than 45,000 cruise guests to and from Fremantle from April 2015 to March 2016. The cruises are expected to generate an estimated \$30 million for the local economy in Western Australia.

Tourism WA in partnership with the Cruise WA Committee and industry is working to develop the cruise shipping sector in Western Australia by implementing the *WA Cruise Shipping Strategic Plan 2012-2020* and promoting WA's 10 cruise port destinations. For more information on cruise shipping visit Tourism WA's corporate website.

LINK: [http://www.tourism.wa.gov.au/Industry/Infrastructure\\_Growth/Cruise\\_shipping/Pages/default.aspx](http://www.tourism.wa.gov.au/Industry/Infrastructure_Growth/Cruise_shipping/Pages/default.aspx)

# A world class waterfront for Gladstone

The Gladstone Ports Corporation is excited to be leading the development of a world class family friendly precinct along the Auckland Inlet Waterfront.

Stage one of the precinct opened in November 2014 and includes high quality family-friendly recreational areas, interactive water-based features, a waterfront promenade and viewing platform with shade structures, extended jetty structure, historical artefacts from Gladstone's Maritime Museum featured throughout the precinct, including the relocation of Sea Hill lighthouse and new car parks.

Future stages of the project will include a café, new Ports Interpretive Centre and outdoor amphitheatre for community events.

The Gladstone Ports Corporation is proud to help facilitate the provision of outstanding Auckland Inlet foreshore facilities for our Gladstone community, in addition to the already provided 43ha of foreshore parklands in the marina precinct and Spinnaker Park.

More information is available on Gladstone Ports Corporation's website at [www.gpcl.com.au](http://www.gpcl.com.au).



# Tasmania Revealed

That well-used cliché about Tasmania being 'Australia's best kept secret' no longer applies after millions of eyes have focussed on the island state this year.

Tasmania's reputation as a must-visit destination was cemented by *Lonely Planet's* October announcement featuring Tasmania on its global 'Best in Travel' lists. Tasmania was recommended at number four of the top ten regions in the world to visit in 2015.

Tourism Australia's amazing gala event, 'Invite the World to Dinner' at Hobart's Museum of Old and New Art (MONA), brought together over 80 of the world's most influential food and wine personalities and media from around the world. A 'Best of Australia' menu was enjoyed by over 250 guests in the eclectic surrounds of MONA, set amongst a backdrop of amazing art work.

Just days later Tasmania hosted a visit by Chinese President Xi Jinping and the First Lady, Madame Peng Liyuan. Over 100 million people have followed their visit to Australia and Tasmania on Chinese social media website Weibo, and an estimated 200 million people watched his visit to Tasmania through the China Central TV network. The visit provided immeasurable international exposure for Tasmania.

While Tasmania has been showcased to the world, new product development offers exciting options for shore excursions from Hobart.

**Pumphouse Point** is situated on the edge of Tasmania's Wilderness World Heritage area, jutting 250m out from the shoreline of iconic Lake St Clair. This art deco building is a throwback to pioneering hydro-electric days gone by. Opening in early January, Pumphouse

Point is set to be a completely immersive boutique wilderness retreat where guests can walk, paddle, explore and breathe in the spectacular forests and lake. Pumphouse Point can be reached by seaplane from Hobart. [www.pumphousepoint.com](http://www.pumphousepoint.com)

**Ratho Farm**, an hour north of Hobart in historic Bothwell, boasts having Australia's oldest golf course. Visit the former convict barns and stables or the classic highland homestead and learn about the colourful history of the farm guests – from bushrangers, 100-year-old gardeners, golfing royalty and one of England's best known artists. Swing a club, enjoy four kilometres of prime river fishing and walks, or visit nearby attractions including Nant Whisky Distillery.

[www.rathofarm.com](http://www.rathofarm.com)

**Port Arthur Lavender**, on the waterfront at Long Bay, is just a five-minute drive from the iconic Port Arthur Historic Site. Set on 18 acres of lavender fields, rainforest and lakes, it provides the perfect stop for visitors to roam amongst the lavender, interactively learn about the manufacturing and distilling process in the distillery, enjoy lavender-cuisine and buy unique Tasmanian gifts created from lavender from the farm.

[www.portarthurlavender.com.au](http://www.portarthurlavender.com.au)

**Bangor Wine & Oyster Shed** is a cellar door and farmgate shop brimming with cool climate Bangor wines, freshly shucked oysters and local produce, located 45 minutes from Hobart on the way to Port Arthur. The shed sits beside the vineyard and overlooks the sea where the oysters are harvested daily. Here visitors will experience what Tasmania is all about – wonderful views, wine and fresh produce.

[www.bangorshed.com.au](http://www.bangorshed.com.au)

## Skyrail wins Ecotourism award

Skyrail Rainforest Cableway was recognised as the winner of Tropical North Queensland's (TNQ) Ecotourism award at a ceremony held on 21 November 2014. This Award affirms Skyrail as an industry leader in the promotion of Ecotourism, whilst conserving natural resources, respecting local cultures and providing benefits to the local community.

Skyrail's Managing Director, Craig Pocock said Skyrail was proud to receive the award "this award is fantastic recognition of our long term commitment to showcasing World Heritage Rainforest to our guests in the most ecologically sensitive manner possible." "I would like to congratulate and thank all staff for their hard work and dedication. Each and every one has contributed to this accolade by working together as a team, in order to ensure that Skyrail remains a world Ecotourism leader" he added. "I would also like to congratulate the finalists and winners in all categories who together, continue to showcase our amazing region to the world" said Mr Pocock.

Skyrail has a focus on continual improvement and looks forward to working with you and your clients and providing visitors with the World's Most Beautiful Rainforest Experience.

# Cruise ships to visit regional Victoria

Regional Victoria is getting excited by the future opportunities of the cruise sector. On 23 February 2015 the Mornington Peninsula will see its first ever cruise ship visit, with P&Os Pacific Pearl anchoring in Port Phillip Bay. Passengers will disembark the ship at Mornington to enjoy a day touring the wineries, hot springs and gardens of the Peninsula. A second Mornington visit will take place on 18 March.

Portland is also growing in popularity with four visits planned between 24 February and 7 March, with both the Pacific Pearl and the Pacific Jewel berthing alongside at the recent renovated SL Paterson Berth. Passengers will have the opportunity to see Portland and surrounds, Port Fairy, the 12 Apostles and enjoy the gourmet delights of Timboon during their day ashore.

Geelong, now an established regional port of call will receive three ship visits this season, with visitors taking in Geelong and the Bellarine Peninsula.

Victoria is enjoying its' busiest ever cruise season with a total of 85 visits, including 77 calls to Melbourne.



## PNG continues to grow

For the Papua New Guinea (PNG) cruise year, there has been a total of 168 cruise calls in 2014. Sixteen cruise ship companies called into PNG, the majority being expeditionary style along with a number of larger vessels such as P&O and Princess Cruises. Fred Olsen Line has its first voyage into PNG this year.

### New Cruise Site Development(s)

Madang and Wewak will be new destinations for P&O Australia in February 2015. A big welcome is planned similar to the Alotau call which was the maiden voyage into PNG. There is discussion underway to develop Aitape and Ali Island in the north of the country as cruise destinations.

### Volunteer Youth Ambassador Program (VYA)

A Volunteer Youth Ambassador Program was launched this year. This program

accepts young people to provide services and tourism advice to tourists visiting PNG via cruise ships at major ports. PNG recognises that tourists are frequently unsure about the safety of visiting PNG's tourist hotspots and thus matching them with a screened and competent youth ambassador to alleviate any passenger uncertainty. The program is currently available in Alotau and Rabaul where all volunteers are issued with uniforms and ID cards. Ships wanting to use the volunteer services are asked to contact the PNG Tourism Promotion Authority (TPA). TPA will carefully monitor, coordinate, and build the program to its full capacity before rolling out to other cruise ports in the country.

### Cruise Tourism Community Trainings

This year trainings were conducted in Milne Bay (Alotau, Kitava, Kiriwina) for guides, artisans, craftsman, sellers, and the general communities on the importance of cruise tourism and its benefits.



# Focus is on Darwin

## Fuel Bunker in Darwin

Darwin's first bunker barge is now in operation at Darwin Harbour. The double-hulled barge, the 'Teras Bandicoot', has a pump rate of 60 tonnes/hour, allowing ships to pump more fuel on board more quickly. The vessel can hold 700 cubic metres of cargo fuel oil, and will be an asset to the busy harbour, which up to now has relied on refuelling being carried out by road tankers. Teras Bandicoot is operated by Teras Australia, and can be contacted through your ships agent in Darwin.

## Darwin Cruise Week Carnival – 2-6 March 2015

Darwin is set to welcome over 10,000 cruise ship passengers in the first week of March 2015, when 6 vessels will call over five consecutive days. To celebrate Darwin's busiest ever cruise week, Tourism NT, Tourism Top End, Darwin Port Corporation, City of Darwin and other stakeholders are working on developing a "Cruise Week Carnival" of events and activities including pop-up markets, outdoor music performances and an Indigenous art and tourism showcase. Retailers are also being encouraged to promote special offers to visiting passengers and crew. The

ships visiting during this week include *Arcadia* (2 Mar), *Queen Mary 2* (3 Mar); *L'Austral* (4 Mar); *Celebrity Solstice* (5 Mar); *Seabourn Odyssey* (6 Mar) and *Radiance of the Seas* (6 Mar). For further information, contact Richard. Schoonraad@nt.gov.au.

## New Shorex in Darwin

New activities have been recently launched in Darwin, providing fresh ideas and opportunities for shorex programs. These include Segway tours at various locations around Darwin; Anthill Gardens private display garden in the rural area where guests can meet the owner and sample home-grown produce; morning or afternoon tea visits at a local private house with homemade cakes and refreshments; the new crocodile cruise at Crocodylus Park on the city's outskirts; and Firestone Tours indigenous cultural tours. For contact details and suggestions on how these new products can be incorporated into shore excursion programs please contact richard.schoonraad@nt.gov.au.

## Darwin Welcome Map Fan Success

The Darwin Welcome Map Fan continues to be a great success with

cruise ship visitors. In the shape of a fan and water resistant, the map depicts the Darwin CBD area on one side, with a range of discount shopping and attraction vouchers on the other. Since most cruise ships visit during the peak of our humid summer, the fan is well received and can be easily spotted on the streets of Darwin – showing the locals just how valuable the cruise sector is. The map is produced by Tourism Top End and distributed by Meet & Greet volunteers who meet every visiting cruise ship to Darwin.

## Darwin to Host Cruise Down Under Conference 2015

Tourism NT, Darwin Port Corporation and Tourism Top End are delighted to be hosting the CDU Conference 2015, 2-4 September. Preparations are well under way to present a great program for all delegates, as well as to provide ample touring opportunities pre and post the conference. Why not take the opportunity to explore Litchfield, Kakadu and the Mary River Wetlands region on Darwin's doorstep? Tourism NT and Tourism Top End are developing conference packages for pre, post, rail and cruise options into and out of Darwin. Stay tuned for further info.

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# New tour experiences in Melbourne

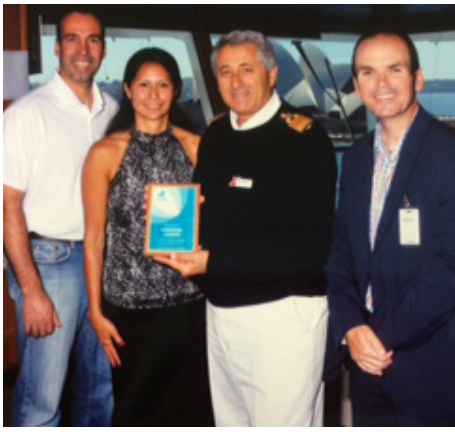
Never a city to stand still, Melbourne has some exciting new tour experiences for cruise passengers.

The beautiful Royal Botanic Gardens situated on the Yarra River have made getting around the gardens a whole lot easier with a new Explorer passenger mover taking people on a guided tour of the extensive gardens. Stunning views of the city can be gained from

the Gardens and for those a little more adventurous, there is now a punt taking people on a ride on the ornamental lake. To complete the experience the Aboriginal Heritage Walk takes visitors on an enthralling guided walk of the gardens explaining the significance of the Gardens from the traditional owners of the land. [www.rbg.vic.gov.au](http://www.rbg.vic.gov.au)

Walk Melbourne offers small group guided walking tours for those who want to discover the real Melbourne.

A city renowned for its coffee passion, experience take the Walk Melbourne Coffee tour and try locally roasted beans, meet the makers as you walk through the laneways and arcades of Melbourne. To really get to know Melbourne there's also the Melbourne Experience tour taking in food, fashion and some amazing views of Melbourne from the rooftop bars. [www.walkmelbourne.com.au](http://www.walkmelbourne.com.au)



## Maiden voyage of Carnival Legend

CDU continues its' tradition to present plaques to ships making maiden voyages to Australia. Carnival Legend was welcomed into Sydney in September for her seasonal deployment through to April 2015

CDU Management Committee Member John McKenna presented the plaque to maiden voyage Carnival Legend in Sydney. On board CL with Matteo Cavallarini – Technical Superintendent, Denise Minakowski – Director of Shoreside Operations, and Captain of Carnival Legend Francesco La Fauci.

## 1 million passengers for Brisbane

Brisbane Cruise Terminal at Portside welcomed their 1,000,000th passenger through the terminal recently, eight years ahead of projections. The terminal opened in 2006 and cruise ship visits to the Portside terminal have tripled in the last seven years to 96 visits annually.



## Volendam's maiden visit to Port Arthur

A commemorative plaque mounted on a convict brick was presented to the Captain of MS Volendam to mark her maiden visit to the Port Arthur Historic Site on Thursday 20 November, 2014.

The Holland America Line cruise ship brought around 1400 passengers to the historic site on November 20, which also marked the opening of the cruise season at Port Arthur.

Passengers enjoyed a range of tours and activities as they explored Port Arthur and the nearby Coal Mines Historic Site, both of which are on the World Heritage list.

Port Arthur's newly commissioned tender jetty made transferring the passengers ashore a safe, straightforward and enjoyable process for all concerned.

A further ten cruise ships are scheduled to call at Port Arthur by mid-March.

Read more about services and facilities for cruise ships calling at Port Arthur [www.portarthur.org.au/cruiseship](http://www.portarthur.org.au/cruiseship)





## New face for Cruise Eden

**Cruise Eden has thrown the ropes and is sailing into a new era following the appointment of local businesswoman Natalie Godward as part-time Cruise Manager.**

Eden's Gail Ward has cheerfully stepped ashore after voluntarily holding the demanding role for 6 years, but will work closely with Sapphire Coast Tourism (SCT), Eden Chamber of Commerce and Mrs Godward to transition the management of the cruise opportunity to the peak tourism body.

With cruise visits to Eden scheduled to rise sharply in 2016, SCT is preparing well in advance to leverage every opportunity for the local and regional tourism economy.

"This is an opportunity with a significant upside, and forward planning will help us maximise results," SCT tourism manager Anthony Osborne said.

"SCT, Eden Chamber of Commerce and Bega Valley Shire Council are taking

the viewpoint that now is the time to invest."

"We are all very excited to have someone of Natalie's capability coming on board and her focus will be on preparing for the visits we have next year, working with operators on new product, modelling business opportunities, contributing to strategy and of course marketing the port to cruise ship companies," Mr Osborne said.

A cruise working group consisting of Eden Chamber, TAFE, Ports Authority of New South Wales and council representatives will be set up to support the position and ensure no stone is left unturned in pursuing excellence.

Natalie, who will resign as president of the Merimbula Chamber of Commerce in the new year to focus on the new role, sees cruise as the stimulus to great things in tourism.

"We know as a tourism community we need more visitor experiences around our key selling points of nature and coast, heritage and our stunning oyster industry," she said.

"Over the medium term the cruise opportunity will help bring operators up to that next level, straight away though Carnival will be bringing two P&O ships into port next year and it is critical we make this the passengers best port experience of the cruise. That will be 3000 or so people we have chance to sell Eden to."

"I have had a fantastic few years on the Merimbula Chamber but I am excited about this new opportunity, I feel fortunate such a great opportunity has come along."

Enquiries about cruise can be directed to [cruise@sapphirecoast.com.au](mailto:cruise@sapphirecoast.com.au)



# New Members:

## ID New Zealand

IDNZ is New Zealand's leading destination management company and has enjoyed this status for more than 35 years. Our expertise and destination knowledge includes all aspects of travel planning and passenger logistics for:

- Incentives, Meetings & Events
- Cruise
- Groups
- FIT

We have the understanding of what it takes to meet and exceed our clients' expectations and delight in developing the very best experiences to showcase our beautiful country.

We pride ourselves on competitively priced, varied and innovative programmes which result in great success for both IDNZ and our clients.

Contact: Debbie Summers  
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## Corporate Protection Australia

The Corporate Protection Australia Group (CPA Group) is a dynamic and specialist protection organisation. We provide premium corporate (human and asset) protection to the mining, maritime and critical infrastructure industries.

Our core company value is loyalty - it defines who we are and what we stand for.

The CPA Group has a fundamental philosophy of consultation and communication with clients, associates and industry to maximise the outcome for our client.

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*Every effort is made to ensure the information published is correct.*



## Follow CDU on Twitter

CDU is now on Twitter, keeping the industry informed of the issues and opportunities in the Australian cruise sector. We'll also be posting regular news items, links, calls for comment, and announcements via Twitter, so make sure to follow us: @CruiseCDU