



Industry Day 2

Thursday 18 November 2021
1.00pm



DAY 2 SESSION 1

	JOIN ZOOM MEETING HOST: Susan Rees, <i>Tour Guides Australia Vice President</i>
1.00pm	WELCOME, ACKNOWLEDGEMENT OF COUNTRY
1.25pm	TGA MEMBERSHIP CATEGORIES
1.30pm	TOURISM AUSTRALIA
2.10pm	The State of the Industry
2.10pm	<i>Moderated Questions</i>
2.15pm	AKORN AUSTRALIA & NEW ZEALAND
3.00pm	The Future of the Cruise Industry & Impacts for ShoreX
3.00pm	<i>Moderated Questions</i>
3.10pm	Break



Betty Franklin
National Committee Member

James McFarlane
Communications Sub Committee

Rob Dougan
Executive General Manager
Strategy & Research

Claire Nuthall,
Account Manager
Cruise

DAY 2 SESSION 2

3.30pm	A TEC
4.10pm	Engaging with Distribution, Training and Development
4.10pm	<i>Moderated Questions</i>
4.15pm	WORLD FEDERATION OF TOUR GUIDE ASSOCIATIONS
4.55pm	The Bigger Picture International Perspectives & WFTGA Resourcing for Guides
5.05pm	<i>Moderated Questions</i>
5.10pm	Wrap Up

Jessica Keen
National Industry Development & Capability Manager

Aluschca Ritchie
President