



# Ex-Helloworld NZ staff win payouts

**NEW** Zealand cruise legend Jacqueline Unsworth (**pictured**) has been awarded a payout of three months wages, plus more than NZD\$40,000 in compensation and pay in arrears plus interest, in a landmark employment case against Helloworld Travel Limited.

Unsworth, whose stellar cruise industry career saw her become part of the Cruise Lines International Association Hall of Fame in 2008, was Helloworld New Zealand's Cruise Marketing Manager until mid-2020 when she was made redundant as part of sweeping changes forced by the pandemic.

She had been with Helloworld and its predecessors Stella Travel Services and United Travel for more than 20 years, prior to which she had founded wholesaler Creative Cruising in the New Zealand market.



Unsworth's case was heard along with a claim by colleague Whitney Towers, who was Helloworld New Zealand's Cruise Marketing Executive, as well as that of Helloworld New Zealand's General Manager David Libeau.

The long-running claim brought before New Zealand's Employment Relations Authority was heard in Mar and Apr this year, with the ruling handed down last week.

A summary of the case details a series of meetings in Jun and Jul

2020 including a teleconference where it was announced the roles of Unsworth and Towers were being disestablished, with the pair receiving their final pay on 24 Jul 2020.

Although satisfied there was a genuine business reason for the restructured due to the severe impact of the pandemic, the tribunal found Helloworld's approach was "rushed, unfair and unreasonable".

The negative impact on Unsworth was worsened by Helloworld's refusal to issue a press release about the reasons for her departure, while the subsequent acquisition of Cruiseco just months later in Nov 2020 (**CW** 23 Nov 2020) "added insult to injury," she said.

Unsworth is now working in the real estate sector in Auckland, while Towers is a marketing planner at Bunnings Warehouse.

### Cruise Weekly today

Cruise Weekly today features two pages of all the latest cruise news.

### No more Az tests

**AZAMARA** has announced the removal of its embarkation COVID-19 testing requirement from next week.

The cruise line will still require proof of vaccination prior to embarkation, and Azamara is recommending all guests departing from any port get tested prior to travel.

However, the pre-cruise testing remains at ports where it is still required in accordance with country regulations.

A list of these ports is provided **HERE**, along with a range of other information.

President Carol Cabezas described the easing of the policy as "the right step".

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## SA cruise workshops



**WITH** less than two months until South Australia welcomes its first cruise ship since the pandemic, heavyweights from the sector arrived in the state for a series of workshops.

The South Australian Tourism Commission (SATC) partnered with the Australian Cruise Association (ACA), Cruise Lines International Association (CLIA) and Tourism Australia to deliver a number of practical workshops for tourism businesses to prepare for the restart of cruising in South Australia.

With a rural focus, workshops were held in the major ports of Port Lincoln, Adelaide, and Kangaroo Island.

They assisted tourism businesses to gain insights into how they can work with cruise lines visiting South Australia to maximise economic impact and improve the passenger experience.

Workshop participants were also briefed on the Eastern Seaboard Cruise Protocols which outline public health measures for cruising in Australia, and

heard about international cruise industry protocols in place around the world.

Speakers included ACA Chief Executive Officer Jill Abel, CLIA local Managing Director Joel Katz, Carnival Corporation Destination Director Australia Michael Mihajlov, Bob Wood Cruise Group Chief Executive Officer Jay McKenzie, and Tourism Australia Industry Relations Manager Paul Murray.

"These workshops are an important step in our planning of the safe and successful restart of this once \$145 million sector - providing a chance for tourism operators to engage with industry decision makers, learn about the public health measures in place, and find ways to maximise the opportunities that cruise presents," SATC Executive Director, Destination Development Nick Jones said.

More than 100 cruise visits are scheduled across South Australia from Sep to Apr.

**Pictured** are Abel, South Australia's Minister for Tourism Zoe Bettison, Katz, and Jones.



**AN AMERICAN** couple recently reached the milestone of 1,000 days cruising aboard Carnival.

The retirees spend most of their time on cruise ships, and recently brought up the milestone aboard *Carnival Pride*, sailing the fjords of Norway.

"For us, cruising is a way of life," the couple said.

"Our goal was to sell everything we owned and pretty much live on cruise ships, and we've done a pretty good job of it since we've retired."

The couple started cruising more than 20 years ago, and was drawn to the sector due to the great value it provides.

### Weston on Fred

**FRED.** Olsen Cruise Lines is set to welcome Welsh veteran Simon Weston aboard *Balmoral* next year, when she visits the Falkland Islands.

Weston will join guests on board for a fortnight of the 78-night voyage to South America and Antarctica, during *Balmoral's* call to Port Stanley.

He will share his experiences of his time in the Falklands, including the severe burns he suffered during the war.

Entertainments & Enrichment Manager Helen Bennett said Fred. Olsen is pleased to be welcoming Weston on board, where he will share his stories of achievement and triumph.



### Bound for South Australia

ACA's SA roadshow last week was another high point on the road to recovery for our industry.

More than 250 operators attended the workshops held in Adelaide, Port Lincoln and Kangaroo Island.

The agenda covered the Eastern Seaboard Protocols, to which all of the states and territories have now signed up, enabling nationwide consistency.

As these protocols started to be tested, there were positive conversations regarding the application and controls to date.

Everyone agreed that a sensible, level-headed response is being applied by government, port authorities and the cruise lines, as we return to operations in this next phase.

Most importantly though, industry stakeholders were there to look to the future and discuss product offerings and business opportunities.

SA Tourism is looking to increase its cruise ship visits in 2022/23 with 106 ships due up from 80 calls in 2019/20.

One of their goals is to grow regional dispersal with aquatic adventures, wildlife, food and wine remaining the standout offerings for passenger visits.

It was great to visit organisations such as the French patisserie l'Anse and Boston Bay Winery in Port Lincoln and the newly upgraded Kangaroo Island Spirits, which are now world class attractions.