



- Welcome
- AVIC/Industry News
- Your AVIC Brand
- Volunteers
- OHS
- AVIC Connect
- What's On / Events
- AVIC Network Profiles
- Special Feature - Our Backyard
- Deadline



Welcome

Welcome to the fortnightly Edition of the AVIC E News

Issue 110 - 8th April, 2008

It's School Holiday time again. Don't they come around so quickly? In this Edition we have added some holiday ideas for you to implement in your AVIC.

Our thanks to the AVICs who sent us their "Our Backyard" stories. We have featured two of the stories in the "Special Features" section of this Newsletter

**Enjoy reading this Edition ... from the team -
Lyn, Lesley, John, Gordon & Maryanne**

[Back to top](#)



AVIC/Industry News

Attracting Local Customers to Your AVIC

Whilst reading the Newsletter from Armidale Visitor Information Centre, we came across the information below, and thought it an excellent idea for AVICs as part of their service to their local residents.

"New Residents' Afternoon Tea

Date: Last Tuesday of the Month
Venue: Armidale Visitor Information Centre, 82 Marsh Street, Armidale
(Hungry Jacks Car Park)

Contact Details: Armidale Visitor Information Centre, 02 6772 4655, send us an e-mail by clicking [here](#) or book online by clicking [here](#).

Are you new to Armidale, and would you like to meet people? Join us for a cuppa at the Armidale Visitor Information Centre from 2.00 - 3.00 pm on the last Tuesday of every month. Please RSVP to the above number or book online!"

Well done to all at the Armidale AVIC!

Countrylink Inland Tourism NSW Tourism Awards

OPPORTUNITY FOR ALL TOURISM AND EVENT BUSINESSES This years CountryLink Inland NSW Tourism Awards is off to a great start. A new website hosts all the information any business will need about entering these Awards and attending the Gala Dinner. The Central NSW town of Parkes is the host for this year's dinner to be held on 26th July, 2008.

By entering the Inland Tourism Awards, you have the opportunity to progress to State and possibility the National Awards. Winners receive great publicity and recognition as well as the ability to use the INTA logo on merchandise and marketing material. **Submissions Close - Friday, 23rd May.**

Any tourism business or event that is located in the New England North West, Central NSW, Riverina or Outback NSW regions of NSW are invited to partake in these Awards. Critical dates for entries, tickets to the gala dinner and more information will be available on www.inlandtourismawards.com.au or contact Natalie Bramble, Inland Awards Secretariat on (02) 6884 4654.

Source: Lori Modd - Outback Regional Tourism Organisation

Record Number of Visitors to visitnsw.com

Tourism NSW's consumer website, visitnsw.com, received a record number of visitors in March. It is the highest number of visitors ever received by the site.

The increased traffic means greater exposure for tourism operators who join Tourism NSW's Get Connected Program. These operators appear on the site as both general listings and as higher profile deals listings. As a result of increased website traffic, there is also a higher number of overall leads generated to operators from visitnsw.com.

Source: TNSW Insights

Have you updated your entry on the www.visitnsw.com website recently? If you have any difficulty in doing this, contact TNSW Get Connected on 9931 1530.

[Back to top](#)



Your AVIC Brand

AVIC Stand at LGSA Conference

Lyn and Lesley from Aurora promoted the AVIC Network whilst attending the LGSA Conference and Tourism Managers Meeting in Lismore last month. Pictured below are Sarah and Jenny from Goulburn AVIC looking at some photos at the Stand taken by Aurora during their visits to AVICs in 2002. 2002 was not that long ago but a lot has changed, both externally and internally, with our AVICs across the State.



[Back to top](#)



Volunteers

Keeping Your New Volunteers

To some people adding new volunteers to your workplace means someone to do the dusting and washing the dishes but to AVICs, it's a welcome opportunity to take willing men and women and transform them into Tourism ambassadors. Here are some hints on retaining your new recruits:

- Make sure you have training /orientation as soon as practicable after the volunteer commences work with your organisation
- Make sure ALL volunteers share in the less "glamorous jobs" like dish washing, vacuuming, filing and photocopying, etc.
- Once trained, make sure every person has an equal opportunity to be involved in the more important tasks - even the "newbies" need to gain experience somehow!
- Make sure new recruits are included in any communications and information-sharing that goes to the rest of the group
- Ensure the contributions of new recruits are recognised and valued by each member of staff. This means listening to their suggestions/ideas.
- Make sure your new members are included in every aspect of their work - even new recruits bring lifeskills, experience and knowledge that can be valuable if recognised and harnessed

Source: Turn Your Organisation into a Volunteer Magnet

[Back to top](#)



OHS

Sexual Harassment in the Workplace

What is Sexual Harassment?

Sexual harassment in the workplace is any form of unwelcome sexual attention that is, or that you find, offensive, humiliating or intimidating that occurs anywhere you carry out any task for your employment.

Sexual harassment can be written, verbal or physical. Both males and females can be the victims of sexual harassment.

Sexual harassment can include:

- Unwelcome touching, grabbing or other physical contact
- Comments that have sexual meanings
- Asking for sex or sexual favours
- Leering and staring
- Displaying rude and offensive material, e.g. calendars, cartoons
- Sexual gestures and body movement
- Sexual jokes and comments
- Questions about your sex life
- Sex based insults
- Criminal offences such as obscene phone calls, indecent exposure and sexual assault

How Being Sexually Harassed Can Affect You

If you are being sexually harassed at work you might:

- Feel stressed, anxious or depressed
- Want to stay away from work (more than usual)
- Feel unable to trust your employer or the people you work with
- Lack confidence and self-esteem in yourself and your work
- Have physical symptoms of stress such as headaches, backaches, sleep problems
- Have your life outside of work affected, e.g. study, relationships
- Be less productive and unable to concentrate

What You Can Do If You're Being Sexually Harassed at Work

It is likely that your do have a Policy and Procedure on the above but, if not:

- You might be able to resolve the situation quickly yourself by explaining to the person who is harassing you that their behaviour is unwanted
- Make sure you're informed - find out what the organisation's policies and procedures are for preventing and handling sexual harassment
- Keep a diary documenting everything that happens, including what you've done to try stopping it. This can help if you make a complaint.
- Get external information and advice, e.g. Lawstuff, the union representing your industry, the Human Rights and Equal Opportunity Commission. These organisations can give you advice on your options and your rights. You can also ask them to act on your behalf if you don't feel comfortable doing so. They should also respect your confidentiality though, if you are concerned about this, ask them what their responsibilities are.
- Tell a responsible person - the person to talk to might be a Human Resource Manager but, if there isn't one, you should report it directly to your employer, a supervisor/manager or health and safety representative (if your work has one). This situation might be able to be resolved informally, without any official complaint being made.
- If the situation continues or is serious, you might need to make a formal (written) complaint that follows company policy. The person sexually

harassing you might be officially warned and be required to have counselling. If the sexual harassment continues, there might be a mediation process and, if all else fails, the person sexually harassing you might be fired. If you end up having to leave, you might be eligible for outstanding wages and entitlements.

If the person doing the sexual harassing is your employer and they do not do anything to stop it, it's important you get outside support and advice.

Source: reachout.com.au

[Back to top](#)



AVIC Connect

Response from Temora AVIC

"In February, I made an enquiry to other Visitor Information Centres regarding how they manage their booking services for accommodation. I had 8 responses mostly from much larger Centres than ours but, in saying that, the information was valuable.

The majority of the larger Centres that responded charge commission or use a program such as Book Easy or charge a membership to a tourism body and the service comes in the membership fee. Smaller AVICs don't seem to charge and just refer and do not do bookings.

Thank you to all who responded."

Ann Pike, Manager, Temora Visitor Information Centre

Di Morrissey Supporting Manning Valley Region

Australia's number one female author, Di Morrissey, was recently inaugurated as the Manning Valley's Roving Tourism Ambassador at a tourism partnership function given by the Manning Valley Tourism Board at the Taree Visitors Centre theatre.

"This area has been quietly overlooked until a few years ago and the Manning is still something of a special secret and, while I hope to promote the Manning and encourage tourism, I don't want to see it be loved to death and its unique beauty and tranquility spoiled," Di said.

The author, well known for her stance on environmental issues, urged local developers, businesses and Council to think outside the square, be creative, and make the most of the local setting and beauty in approaching development and business opportunities. "The Manning has a great opportunity to be inclusive and innovative in how it goes forward in the future while preserving its heritage and environment," said the author.

Di also wrote the foreword for The Manning Valley Tourist Guide.



Source: Val Schaefer, Tourism Manager, Manning Valley River & Rain Forest Coast

Well done Val - a great coup for tourism in the Manning Valley!

Back to top

!...will take you there!

What's On / Events

25 - 27 April - Bathurst - Bathurst Harvest Festival

The Festival will celebrate the Harvest of the Central West with a 'Festival for the Senses', showcasing the regions abundant food and wine, music and artistic heritage. Three wonderful days of indulgence. For further information, phone 02 6332 1444.

26 April - Mudgee - Wings, Wheels & Wine Airshow

See some of the best action on wings and wheels, some incredible aviation and motoring history and take a glimpse into the future. Taste Mudgee's best wines and foods. A great family event. For details, phone 02 6372 0444.

3 May - Lithgow - Internationals Rally of Lithgow

The event, held in the Hampton/Jenolan State Forest near Lithgow, will see the cream of NSW and Australian Rally Drivers contest Round 1 of the NSW State Rally Championship. With a gala main street start in Lithgow at 1.00 pm and four spectator points all within easy reach of the central service park, the rally should provide a great day's family entertainment. For further information, log onto: www.rallyoflithgow.com.

4 May - Canowindra - Young Masters at All Saints

For the sixth year, Rosnay presents the Young Masters of Sydney Conservatorium of Music playing popular classics and traditional works. The concert is followed by a sumptuous dinner with the musicians. Tickets are available for the concert only or both the concert and dinner.

For bookings, phone 02 63443215.

16 - 17 May - Cowra - Gem & Collectors Fair

The 40th Annual Fair with exhibitors from all over the nation attending. The Fair includes collectables of all descriptions. Also available will be a selection of gemstones, both for sale and exhibition. Swap and Sell will also be available where you can purchase or swap an item with other like-minded collectors. There will be lots of great antiques to view for both young and old. Also, the popular, "What Is It" competition where you have to work out what the article is that's on display and what it was used for.

The Cowra Gem and Collectors Fair is interesting for the gem and collector fan or just take a wander through the exhibits. For more information, contact Cowra AVIC on 02 63424333.

[Back to top](#)



[AVIC Network Profiles](#)

AVIC Staff Profile

This Issue we feature Rachael Ferguson from Cowra AVIC.



1. My current position is: Visitors Centre Manager, **and that involves:** a variety of duties and responsibilities including looking after and instructing staff, assisting with marketing activities, promotion of Cowra, directing and informing visitors, ordering stock, general running of the Cowra Visitors Centre. This list could be endless! My job is great and very challenging at times.

2. The best thing about my position is: Meeting fantastic people including colleagues and visitors and learning more about the tourism industry. I also enjoy challenges.

3. I have been working here since: November 2003. Wow, doesn't time fly when you're having fun!

4. My previous position was: A barmaid and a Naked Lady waitress (the Café was called The Naked Lady!), so I am relatively new to the tourism industry. I definitely enjoy the tourism industry.

5. My favourite sport / leisure activity is: I love wakeboarding and going to the gym to please my sporting appetite. For leisure, I enjoy reading and cooking.

6. My favourite holiday destination is: There are so many fabulous places around the world and Australia that I love, but maybe a couple of my favourite destinations would be Renmark, SA, Airlie Beach, QLD and Paris, France and, oh of course for you travel lovers, I have heard of a wonderful place to visit called Cowra, NSW. There are fantastic attractions and great food and wine which would be a perfect holiday destination for anyone!

7. People tell me I'm good at: Talking and smiling

8. My favourite colour is: Pink

9. My favourite singer/music is: I like a variety of music such as Pink, Grinspoon, Silverchair, John Butler Trio and Incubus to name a few. I like most types of music.

10. If I could live my life over again: I would have spent less money on clothes when I was younger and travelled the world instead. Overall I am pretty happy with my life and have lots more of it to live and lots more to see.

Many thanks Rachael for participating in this feature of the AVIC E Newsletter. We won't comment on "the naked lady" as we are sure you have heard all the relative comments - but what a conversation starter.

[Back to top](#)

 **...will take you there!**

Special Feature - Our Backyard

Our Backyard

Maitland: Hunter Valley Steamfest

Maitland is home to Australia's premier festival of steam - Hunter Valley Steamfest. In 2007 the event welcomed over 75,000 visitors to Maitland selling out local accommodation and offering a boost to the local economy. Hunter Valley Steamfest will be held on the 19th & 20th April 2008. Over the weekend Steam Engines will head shuttles to Newcastle, Branxton and Paterson as well as Specialty Trains combining delectable delights with this nostalgic experience.

Whilst the timetable for the Hunter Valley Steamfest weekend is bursting with great trips for all to experience, Steamfest has much more to offer than just all things "trains". The Festival features a wide range of other activities, including the official Hunter Valley Steamfest Rally Ground, full of steam and traction engines, miniature and portable steam exhibits, helicopter rides, face painting, music and street entertainment, market stalls, miniature train rides and much more! For information, timetables, prices and bookings visit www.steamfest.com.au or call the Maitland Visitor Information Centre on (02) 4931 2877.



Source: Maitland AVIC - image: Jonni Lane

Peak Hill - Peak Hill Goldmine

"Right on the edge of town and a place I love to visit is Peak Hill's Open Cut Experience. This was the site of the gold rush in the 1890s through to the early 1900s and was mined until 1915, then left untouched, until about 20 years ago, when Alkane Ltd. moved in and mined the area for gold. Mining has now ceased (although there is still gold underground) and the site has been left as a very interesting tourist attraction.

Unfortunately, access is not possible all the time, but it is open from 21 March to 27 April, 2008. Other times, phone Peak Hill Country Crafts & AVIC for up-to-date information.

On my next visit I hope to do some sketching for an abstract style oil of the walls of the mine - great place for artists and photographers."



Source: Dorothy Lincoln, Peak Hill AVIC
(If only I had the artistic ability to paint and do justice to this great attraction)!

[Back to top](#)



Deadline

School Holiday Activity Suggestions

Create a Treasure Hunt in your AVIC - write out a list of things to find and let the hunt begin!

Decide on an easy fun activity - blow bubbles, try different shape bubble blowers for lots of fun, or Face Painting is lots of fun and you can practice your skills on their trusting little faces.

Find an image or drawing that depicts your area and do some colouring in.

Ask each child what they have seen on the way to your AVIC, have a chalk board or white board and write up all the responses, together with their first name and age - see what variety you come up with.

Please be advised Aurora has changed their email address to

vic@auroraresearch.com.au

Deadline

Please email lesley@auroraresearch.com.au with any articles you wish to be included in the upcoming AVIC News, prior to 28th April, 2008.

We appreciate your contributions and input into the AVIC Network Program.

While every effort has been made to ensure the accuracy of the information in this Newsletter, the Editor assumes no responsibility for errors or omissions or any consequences of reliance on this Newsletter. Information reprinted here is done in good faith for accuracy and currency. The opinions expressed in this publication do not necessarily represent the views of the Publisher, Editor or the Newsletter.



[Back to top](#)



Aurora Practical Solutions Pty Ltd
 Manager, AVIC Development Program
 P O Box 1000
 Dubbo NSW 2830
 Tel: 02-6885-5558
 Fax: 02-6885-5556
 Email: vic@auroraresearch.com.au
 Web: www.avicnetwork.com
 12112www.visitorinformation.net
 12132www.aurora-ps.com

Copyright 2003 Accredited Visitor Information Centres