

TEMPORARY VISITOR INFORMATION CENTRE APPLICATION



SECTION 1 TEMPORARY VISITOR INFORMATION CENTRE DETAILS

Application Date: ____/____/____

Name of Accredited Visitor Information Centre responsible for the Temporary VIC:

Type of Temporary VIC: Marquee Free-standing Table
 Other: _____

Date/s of Event: _____ Website: _____

Location of Event: _____

Total No. of days booth will be open: _____ Hours of booth to be open: _____

Provided a brief summary about the Event:
(include: Name of event, website, if VIC attends annually, will staff be stationed at the booth or roam the event grounds, will there be merchandise for sale, photo of the set up)

Staff that will operate the Temporary VIC: Paid staff: _____ Volunteers: _____

Is the Temporary VIC partially operated by or funded by an external party? Yes / No

If YES, please indicate which organisation and % of funding:

Organisation name: _____

% of funding: _____

Mobile # of Temporary VIC (if applicable): _____
(or the mobile of a person staffing the temporary VIC)

Contact person for Temporary VIC:

Name: _____

Position: _____

Email: _____

Phone: _____



SECTION 2 ASSESSMENT

1. Business & Management

ESSENTIAL Criteria		Yes	No
1.1	Does the accredited VIC have appropriate insurance policies to cover the operation the Temporary VIC – including but not limited to: <ul style="list-style-type: none"> • Work Cover extension to cover staff and volunteers working off site • Public Liability insurance to cover off site locations 	<input type="checkbox"/>	<input type="checkbox"/>
1.2	Does the Accredited VIC have the Temporary VIC incorporated into its current Business Plan?	<input type="checkbox"/>	<input type="checkbox"/>
1.3	Does the Accredited VIC have an Operations Manual / Risk Management Plan specific to the Temporary VIC - including but not limited to: <ul style="list-style-type: none"> • Checklist of the Temporary VIC's contents • Guidelines on set up and pack up including securing moveable objects for transportation and during the Temporary VIC use • Guidelines on the operation of any equipment including driving and towing • Event Location details template • Staff / volunteer rosters • Important contacts including Emergency , RACQ, road reports • Any relevant permits 	<input type="checkbox"/>	<input type="checkbox"/>
1.4	Does the Temporary VIC collect visitor statistics including visitor numbers and visitor origins?	<input type="checkbox"/>	<input type="checkbox"/>
1.5	Does the accredited VIC commit to documenting and completing environmental policies and procedures for the Temporary VIC?	<input type="checkbox"/>	<input type="checkbox"/>

2. Equipment

ESSENTIAL Criteria		Yes	No
2.1	Does the Temporary VIC have a dedicated or temporary mobile for staff use?	<input type="checkbox"/>	<input type="checkbox"/>
2.2	Does the Temporary VIC have an appropriate and documented First Aid process?	<input type="checkbox"/>	<input type="checkbox"/>
HIGHLY RECOMMENDED Criteria			
2.3	Does the Temporary VIC have a DVD / TV?	<input type="checkbox"/>	<input type="checkbox"/>
2.4	Does the Temporary VIC have internet access for visitors to use?	<input type="checkbox"/>	<input type="checkbox"/>
2.5	Does the Temporary VIC have credit card facilities?	<input type="checkbox"/>	<input type="checkbox"/>

3. Staff & Training

ESSENTIAL Criteria		Yes	No
3.1	Does the accredited VIC have a structured procedure outline for staff and volunteers using the Temporary VIC?	<input type="checkbox"/>	<input type="checkbox"/>
3.2	Does the structured procedure outline include:		



- Guidelines on communicating with the Accredited VIC and other important contacts
 - Set up and operation of the Temporary VIC
 - Making bookings and handling enquiries
 - Specific customer service training for events.
- 3.3 Do all Temporary VIC staff / volunteers wear name badges?
- 3.4 Do all Temporary VIC staff / volunteers have a minimum dress standard or uniform?

4. Operating region and Networking

- ESSENTIAL Criteria** **Yes** **No**
- 4.1 Does the accredited VIC have a commitment not to encroach on other VIC areas with the Temporary VIC, without prior agreement of the VIC and/or RTO managers in those areas?

5. Information and Displays

- ESSENTIAL Criteria** **Yes** **No**
- 5.1 Is the Temporary VIC able to facilitate the booking process for the visitor?
How is this achieved?:
- 5.2 Does the Temporary VIC have a brochure display area?
- 5.3 Does the Temporary VIC provide comprehensive destination information on the local area and neighbouring regions?
- 5.4 Does the Temporary VIC have relevant state, regional and local maps available on display?
- 5.5 Does the Temporary VIC display emergency contact numbers, including RACQ and road reports where relevant?
- 5.6 Does the Temporary VIC provide objective, appropriate and accurate information?
- HIGHLY RECOMMENDED Criteria**
- 5.7 Does the Temporary VIC display local merchandise or products for sale?

6. Signage and Identification.

- ESSENTIAL Criteria** **Yes** **No**
- 6.1 Does the Temporary VIC clearly identify the location and contact details of the Accredited VIC to which it belongs? *Refer examples on the next page*
- 6.2 Is the Accredited VIC's Mission Statement clearly displayed in the Temporary VIC?
- 6.3 Is the italicised i prominently displayed on the Temporary VIC?

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SECTION 3 DECLARATION AND AGREEMENT

APPROVAL

To be signed by the VIC Manager/Coordinator after completing the Application Form.

I declare that the information provided in this audit form is true and correct.

Signature: _____

Name: _____

Position: _____

Date: _____

SIGNAGE EXAMPLES:

THIS TEMPORARILY ACCREDITED INFORMATION CENTRE IS A PART OF

Toowoomba Visitor Information Centre

86 James St (Warrego Hwy)

Freecall 1800 33 11 55

Open daily 9am-5pm
(Closed Good Friday & Christmas Day)

Visit our friendly staff for:

- Local advice & information
- Accommodation & tour options
- Online events register
- Maps, books & guides
- Local produce, handicrafts & souvenirs
- Wi-Fi and internet access

Parking is available for cars, coaches & caravans

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OFFICE USE:

Approved by:	
Date:	