

ANNUAL CONFERENCE

21-24 February 2012 - Gladstone Region

Together - Fostering Information Centres for Tomorrow



CONFERENCE PROGRAM

TIME	CONFERENCE DETAILS	VENUE
Tuesday 21 February 2012		
01:45pm	Coaches' pickup from airport / GAPDL Marina	
06:30pm	Meet and Greet Welcome by GAPDL Chairman Peter Corones AM & CEO Glenn Churchill <i>Theme: Let's Fire Up VICs – Red & Yellow (Best dressed wins a prize!)</i>	Kahunas Bar & Grill Introduction by Nicky Young QICA President
09:00pm	Coach departs for transfer to accommodation	
Wednesday 22 February 2012		
07:00am	Coach pickups from accommodation (check out of accommodation)	
07:30am	Networking Breakfast Function	Kahunas Bar & Grill
07.45am	Official Welcome Cr Gail Sellers, Mayor, Gladstone Regional Council.	Introduction by Nicky Young, President, QICA
08:00am	Housekeeping and Selection of Sergeant at Arms	
8:30am	Buses Depart for Gladstone Marina	
10.30am	Check in Gladstone Marina	Gladstone Visitor Information Centre
11.00am	On Board for Heron Island	
2.00pm	Arrival , Island Orientation and lunch	Shearwater Restaurant
3.00pm	Official Opening and Tourism Queensland Update Leanne Coddington, Executive Director – Destinations, Tourism Queensland	Wistari Room Introduction by Rae Domin, Vice President QICA
3.30pm	A new approach to Vic of the Year Awards: Dee Smith - Executive Officer of VICA WA	Introduction by Michael Williams, Webmaster
4.00pm	Industry Innovation Update Angela McNeill, Industry Innovation Manager, Tourism Queensland	Introduction by Narelle Burns, Secretary QICA
4.20pm	Panel Discussions: Full Delegate group discussion and forum on current issues and topics relevant to the VIC sector of the Queensland tourism Industry	Facilitated by Katrina Hughes, Treasurer QICA
07:00pm	Social Dinner Function <i>Theme: Recycling (Best dressed wins a prize!)</i>	Shearwater Restaurant

Thursday 23 February 2012 - Please wear your QICA shirts for the Group Photos.

7.00am	Breakfast	Shearwater Restaurant
08:30am	Housekeeping and Sergeant at Arms	Wistari Room
08:45am	Success With Attitude –Achieving Success by developing and maintaining a wholesome, positive, outgoing, winning attitude Trevor Tim & Bram Collins	Introduction by Greg Realf, Conference Coordinator QICA
10:30am	Morning Tea	
10:50am	EVE Program : Dee Smith, Executive Officer of VICA WA	Introduction by Rae Domin, Vice President QICA
11:20am	Digital Marketing Update Jessica Grima, Digital Marketing Coordinator, Tourism Queensland James Connolly, Partnerships and Customer Support Manager, Australian Tourism Data Warehouse (ATDW)	Introduction by Charee Aspinall, VIC of the Year Coordinator QICA
12:00am	Insights from VIC Accreditation Audits Wayne Clift, Director, Visit Queensland (Visit Queensland is the VIC Secretariat appointed by Tourism Queensland)	Introduction by Nicky Young, QICA President
12:30pm	Lunch - <i>Delegates are requested to please sit at the table that matches the staffing structure for their VIC.</i>	Shearwater Restaurant
1.45pm	Hot VIC Topics - Round Table Presentations/Discussions <i>Topics Covered:</i> <ul style="list-style-type: none"> • Ideas on how to Train and Retain Volunteers (Nicky Young) • Merchandising 101(Katrina Hughes) • A look at an Award Winning Submission (Rae Domin) • Generating Income for your VIC (Scott from Bookeasy) • Social Media for Dummies (Michael Williams) • What's new with RACQ (Andrew Millward) • TXA case study (Stephen Wells) 	Wistari Room Facilitated by Greg Realf
3.30pm	Afternoon tea	
4.00pm	Free Time (Reef walk, snorkelling)	Heron Island National Park
06:30pm	VIC of the Year Awards Gala Dinner <i>Theme: The QICA Beach Ball Dress Code: Sandals & Tiaras</i> <i>Awards Sponsor: Bookeasy Dinner Sponsor: Heron Island</i>	Wistari Terrace MC Michael Williams, Webmaster QICA

Friday 24 February 2012

08:30am	Networking Breakfast Function Housekeeping and Sergeant at Arms	Shearwater Restaurant
09:15am	QICA AGM Election of 2012/13 Executive Committee	Wistari Room
10.00am	VIC Profiles – Gladstone – Host of 2012 conference Host of 2013 Conference	Nicky Young to introduce VIC's, and at conclusion wrap up conference
10.30am	Conference Wrap-Up Presentation of Cheque to Charity Conference Survey	
11.00am	Morning Tea	
11.30am	All Aboard for Semi-submersible, snorkelling adventures, Island walks	Heron Island National Park
02.00pm	Heron Island Launch Departure for Gladstone Marina	

While all effort will be made to present the conference as detailed in this program, presenters and Times may be subject to change. A final program will be made available during the conference.

Supporting Sponsors



Kingfisher Bay Resort
Fraser Island



Heron Island
GREAT BARRIER REEF



Banana
SHIRE
SHIRE OF OPPORTUNITY

