

2013 PROGRAM

2013 QICA CONFERENCE Theme "Voices of the Future"

Day 1 Tuesday 12 February 2013

	Arrive in Cassowary Coast
	Bus transfers from Cairns airport to Mission Beach at approx..1pm and 5pm. - Bus will stop at Babinda and Innisfail VICs for brief famil visits
6.00pm	"Barefoot at the Beach" welcome function at Castaways Resort, Mission Beach. <i>'Thongs and Sarongs'</i> theme
6.00pm – 9.00pm	Conference Registration and networking
6.00pm – 9.00pm	Static displays by local operators
7.00pm – 8.30pm	Finger food and barbecue
8.30pm – 9.00pm	Bus transfers back to accommodation

Day 2 Wednesday 13 February 2013

7.00am	Breakfast
8.30am	Welcome to region by Mayor and conference start at Mission Beach Resort
9.00am	VIC Audit Update – Wayne Clift - Visit Queensland on behalf of Tourism Queensland
9.30am	VICs and their relevance in 2020 – James Corvan
10.00am	Open discussion
11.00am	Official Opening by Minister or TQ
11.30am	Visitor Servicing – Sharon Raguse
12noon – 12.15pm	Bookeasy update
12.30pm	Lunch
1.30pm – 1.45pm	Wots On update

1.45pm – 3.00pm	Round table sessions – Customer service training – Greg Realf Cultural diversity – Aimee Cameron Volunteer retention and recognition – Nicky Young How to get the most out of famils – Victoria Nugent Awards tips – Matt Smith Top 10 grants tips – Sheila Lawler Legal & Liability issues - Rae Domin
3.30pm – 5.00pm	Round table session continued
6.00pm	Bus transfer to Paronella Park for dinner and guided night tour of the Park.
9.30pm	Bus return to accommodation
Day 3 Thursday 14 February 2013	
6.45am	Tai Chi on beach
8.30am	Annual General Meeting
9.00am	Whats new at TQ - presented by Angela McNeill
	RACQ update
	VIC Profiles – Babinda and Cloncurry
	Conference session/Open forum
12.00 to 5.00pm	Small bus familiarisation tours around the Cassowary coast – including lunch. Return to accommodation by 5.45pm
7.00pm	Gala Awards Dinner at Mission Beach Resort Music – local band and entertainment
Day 4 Friday 15 February 2013	
8.00 am	Breakfast at Mission Beach Resort Open discussion session
10.30 am	Conference wrap up. Bus transfer to Cairns Airport