

NSW ACCREDITED
**VISITOR
INFORMATION
CENTRE**

APPLICATION
GUIDELINES

As of March 2025



COMPILED BY THE TOURISM GROUP

*Accreditation Program Managers for Visitor
Information Centres in New South Wales.*



The Glenbrook Visitor Information Centre. Photo supplied by Ingrid Donald Architects.



Thank you for your interest in becoming part of the New South Wales Accredited Visitor Information Centre (AVIC) Network.

Accreditation is a process designed to establish and continually improve industry standards for conducting a tourism business. It aims to assist every AVIC to improve the way it operates to meet the increasing demands of domestic and international consumers and stakeholders.

Accreditation also provides consumers and the industry with an assurance that an Accredited Visitor Information Centre is committed to quality business practice and professionalism. The primary focus is to ensure that standards of service delivery meet and, where possible, exceed the visitor's expectations.

The AVIC Network brings together accredited centres that show a commitment to continuous improvement and customer satisfaction, providing all consumers and travellers with an assurance of delivering quality products and services.


All New South Wales Visitor Information Centres wishing to utilise and display the trademarked sign  must complete the application process listed in this guide.



Photo by Corowa Visitor Information Centre

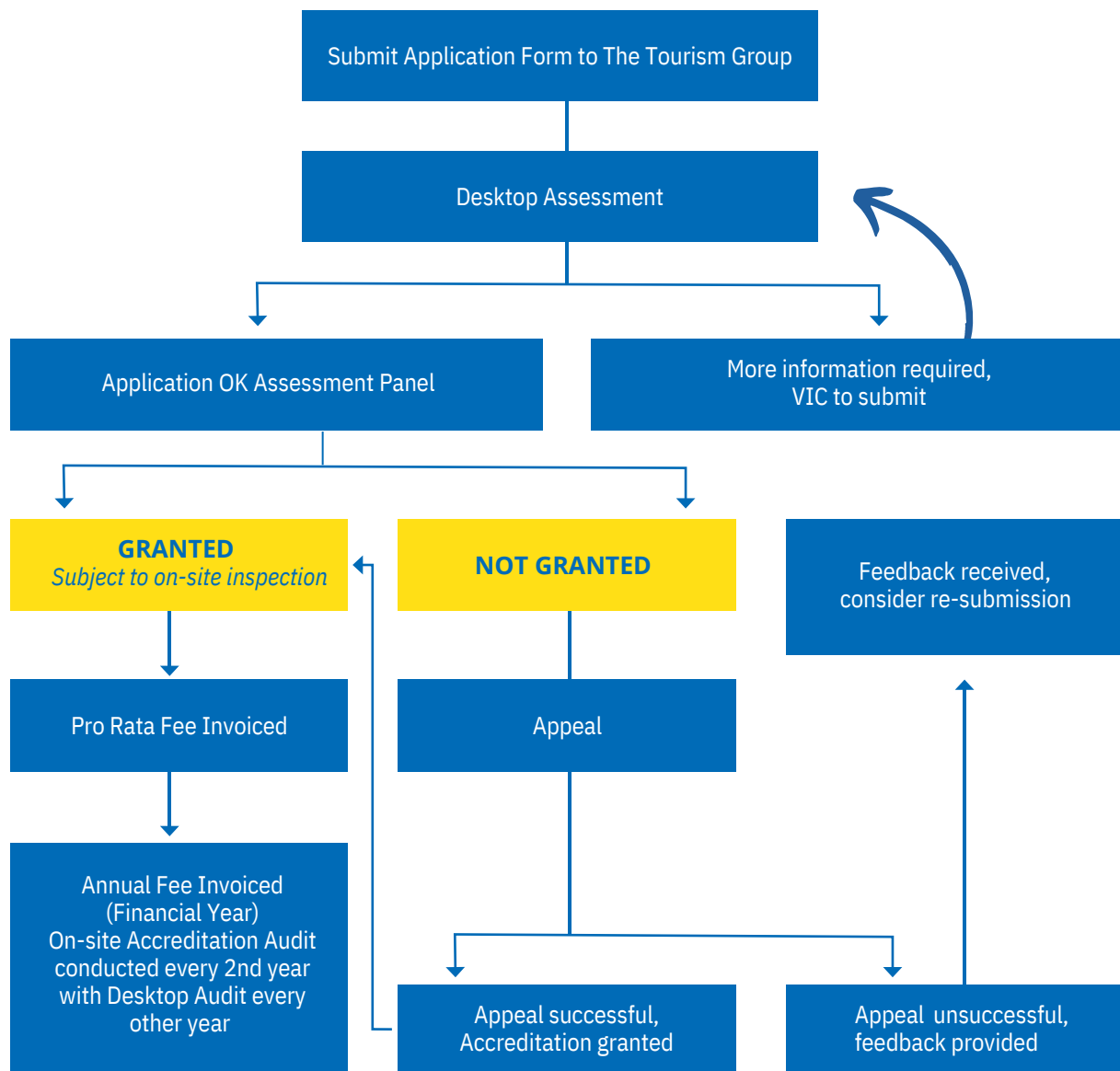
Disclaimer: The Resources Guide has been created by The Tourism Group to assist NSW Accredited Visitor Information Centres in delivering benchmark visitor services and the information is current at the time compiling. It can be expected that during the life of the document, details and information sources will change. These guidelines are not an exhaustive list of every resource that an AVIC can access. Whilst every care has been taken in compiling this document, The Tourism Group expressly disclaim all liability for errors or omissions of any kind (whether negligent or otherwise) or for any loss, damage or other consequence which may arise from any person relying on this information.

TO BECOME AN ACCREDITED VISITOR INFORMATION CENTRE

To become part of the New South Wales Accredited Visitor Information Centre (AVIC) Network, applicants must first complete a self-assessment to ensure they meet the accreditation criteria.

Prospective applicants must complete an application form and submit it to The Tourism Group with supporting documentation. Should the application be confirmed at the desktop assessment stage, an on-site inspection will take place within six months to verify the details contained in the application.

THE NSW ACCREDITATION PROCESS





OVERVIEW OF ACCREDITATION CRITERIA

FUNCTIONS	CRITERIA
Opening Hours	Open 365 days per year for a minimum of 42 hours per week, with a minimum of four hours on Saturdays and four hours on Sundays.
Primary Function	The primary function of an AVIC is disseminating visitor information, marketing the area of its responsibility and satisfying visitor requests e.g. accommodation and tour bookings etc.
Scope of Information Provision	Local, regional and state-wide information provision.
Staffing	A minimum of one full-time permanent staff member with at least one year's experience as a Tourism Officer/AVIC Manager, a minimum of one year's relevant management experience, or a relevant tourism management/general management qualification or general management or tourism related degree. Ongoing training and professional development for staff.
Management and Planning	Operates in accordance with a business plan and operations manual.
Application Requirements	Application direct to The Tourism Group. Requires the submission of a business/marketing plan relevant to AVIC component of the business.
Annual Accreditation FY fees	\$880.00 incl GST

COMPLETING AN APPLICATION

The Tourism Group asks applicants to follow the step-by-step approach:

1. Familiarise yourself with all documents in the NSW AVIC resource guide.
2. Complete an initial review of the accreditation criteria.
3. Develop and review your business plan and marketing plan.
4. Develop/review your operations manual.
5. Develop your approach to the professional development of staff.
6. Complete the self-assessment accreditation criteria checklist
7. Complete the NSW AVIC application form.
8. Gather supporting information including current public liability insurance cover note.
9. Complete and submit the application checklist with your application.
10. Return the completed application to:

The Tourism Group

Attn: The Tourism Group
E: admin@thetourismgroup.com.au
W: www.thetourismgroup.com.au

ASSESSMENT OF APPLICATIONS

Once your self-assessed application is submitted, The Tourism Group will:

- Complete a desktop review of all documentation submitted.
- Grant accreditation in situations where all criteria have been met.
- Liaise with the applicant to obtain any extra documentation required to fully consider the application.
- Consider conditional accreditation for those applicants who do not meet all criteria but have submitted an action plan to address accreditation shortfalls.
- Elect not to grant accreditation and provide advice on matters to be addressed.

CONDITIONAL ACCREDITATION

In some instances, applicants may not be able to fully meet the accreditation criteria. An action plan should be completed in this case. Conditional accreditation may be granted to an AVIC that does not yet fully comply with the accreditation criteria but undertakes to do so within a six-month period.

REFUSAL OR CANCELLATION OF ACCREDITATION

An application for Accreditation may be refused or current Accreditation cancelled if an AVIC is not operating in accordance with the Accreditation Criteria.

Refusal action could result from: an applicant's inability to meet a number of accreditation criteria, a perceived conflict of interest or a proposed proximity to an existing AVIC.

Cancellation action could result from:




1. An AVIC's inability to maintain accreditation standards.
2. The receipt of a complaint about the AVIC, which has been investigated by The Tourism Group and found to demonstrate a breach of the accreditation criteria.
3. Un-notified change of business ownership of the AVIC. The Tourism Group must be notified in writing should the management or ownership of the AVIC change at any time.
4. Non-payment of accreditation fees. Where an AVIC does not pay their accreditation fee within 30 days, a reminder notice and copy invoice will be issued for payment within seven days. Where no payment is received within the timeframe the AVIC will be given notice to remove the trademarked  signage within 90 days of the written notice, cancelling the Centre's accreditation. The respective AVIC will no longer be part of the AVIC network.



Photo supplied by Merimbula Tourism.



If an AVIC's accreditation is cancelled it will no longer be able to:

- Display the trademarked  sign at the centre.
- Include the trademarked  sign on centre stationery, brochures, etc.
- Be included in the accreditation network activities.
- Be included in marketing and promotional activities and opportunities.
- Participate in other accreditation benefit schemes.

RIGHT OF APPEAL

A request for a review of any decision should be made in writing to The Tourism Group within one month of receipt of notification of refusal or cancellation. An applicant making a request to reconsider a notice of cancellation or refusal should provide as much material as possible to support their case.

CONFIDENTIALITY

All information supplied by your AVIC will be treated as strictly confidential and will only be reviewed as part of the New South Wales Accredited Visitor Information Network assessment verification process.



Photo supplied by the Port Stephens Visitor Information Centre



NSW ACCREDITED VISITOR INFORMATION CENTRE APPLICATION FORM

PLEASE FILL IN THE FOLLOWING PAGES AND RETURN TO:

The Tourism Group

NSW Accreditation Program Managers

E: admin@thetourismgroup.com.au

APPLICATION CHECKLIST



Please tick whichever applies:

Accreditation re-application

New accreditation application

For:

Visitor Centre

PLEASE ENSURE THAT THE FOLLOWING DOCUMENTATION IS INCLUDED WITH YOUR APPLICATION.

- Applicant details and declaration
- Self-assessment checklist/accreditation criteria
- Certificate of incorporation
- Public liability insurance certification
- Professional indemnity insurance certification
- Proof of ownership documents (where applicable)
- Relevant operating licences
- Action plan (only required where applicant does not meet all criteria - include supporting documentation where appropriate)
- Digital images of centre/proposed centre including parking facilities, etc.
- Signage and Location Diagram (map)
- Copy of this checklist on the front of your application

CONTACT DETAILS

Please complete one form per Visitor Centre



AVIC DETAILS

Name of AVIC:

Street Address of AVIC:

Postcode:

Postal Address of AVIC:

Postcode:

AVIC phone: AVIC Toll Free Number:

AVIC email:

AVIC website:

AVIC CONTACT

Full name of AVIC contact for accreditation:

Contact title:

Contact phone/mobile:

Contact email:

MONTHLY VISITATION STATISTICS CONTACT

Name of AVIC contact for visitation statistics:

Contact email:

LOCAL GOVERNMENT / OTHER ORGANISATION CONTACT

Contact name:

Position:

Council/Organisation (Eg. Bathurst Regional / Eden Chamber of Commerce)

Phone number:

Contact email:



LOCATION

Standalone or co-habit AVIC: Type of co-habit (if applicable):

Mobile AVIC attached: Type of mobile (if applicable):

Square metre of AVIC: Feature for children onsite (eg. playground):

RV/caravan parking onsite (Y/N): If not onsite, nearby (Y/N):

STAFF

Current number of full time employees (paid): Current number of part time employees (paid):

Current number of casual employees (paid): Current number of volunteers:

Foreign languages spoken in the team:

CONNECTIVITY

Free Wi-Fi- in the AVIC: Name of Wi-Fi system:

Does the Wi-Fi collect statistics?

Visitor app (if applicable):

Mobile optimised website:

Social media channels:

Touchscreens available in AVIC: Is your AVIC on Get Connected (ATDW)?

APPLICATION DECLARATION



YOU MUST PROVIDE THE FOLLOWING DOCUMENTS / CERTIFICATION WITH YOUR APPLICATION:

- | | |
|--|--|
| <input type="checkbox"/> Public liability insurance
(minimum of \$20 million which includes volunteers) | <input type="checkbox"/> Professional indemnity insurance, which
includes volunteers (where applicable) |
| <input type="checkbox"/> Certificate of incorporation (where applicable) | <input type="checkbox"/> Proof of ownership documentation
(where applicable) |

APPLICANT DECLARATION:

I declare that the information provided in this accreditation application is true and correct. I agree to operate the Accredited Visitor Information Centre in accordance with the relevant accreditation criteria, adhere to the Code of Ethics and Truth in Advertising requirements, and will advise The Tourism Group of any change of ownership. I agree to supply any additional information that may be required by The Tourism Group to support this application. I am authorised by my organisation to sign this document.

Signature:

Name:

Position:

Date:

LOCAL COUNCIL ENDORSING APPLICATION:

I have been consulted during the applicant's self-assessment process and I support the application. (I also believe the applicant meets all appropriate Accreditation Criteria).

Name of Endorsing Entity:

Signature:

Name:

Position:

Contact Phone No:

SELF-ASSESSMENT CHECKLIST / ACCREDITATION CRITERIA:

The following checklist provides details of the Accreditation Criteria that applicants need to satisfy to become an Accredited Visitor Information Centre. Please indicate (by a tick or cross) in the right hand column whether or not the applicant meets the criteria. In order to determine if you satisfy the criteria, you should ask yourself the following questions for each criteria:

- Does my centre currently
- Does my centre agree to

If an applicant does not yet meet any particular criteria, please provide details of proposed actions using the Action Plan provided.



Photo supplied by Ballina Visitor Information Centre.



PLEASE COMPLETE ALL CRITERIA CLEARLY MARK WITH A TICK WHERE APPROPRIATE

**Comply
Yes or No
(Please Tick)**

1. Operational Protocol

1.1	<ul style="list-style-type: none"> • Operate in accordance with a Strategic Business Plan that includes the following or similar elements: • Executive Summary • Vision / Mission Statement • Background • Brief Description of Products / Services • Situation Analysis • Objectives • Marketing Plan • Human Resources Plan • Operational Plan • Budget / Financial Plan • Evaluation Mechanisms 	
1.2	Operate in accordance with an Operations Manual that includes minimums set down in the AVIC Resource Guide.	

2. Industry Engagement

2.1	Liaise with Local Tourism Operators, AVICs within the region, council stakeholders, Destination NSW, Destination Network and others, to manage the integration of visitor information services in the local area to meet the needs of visitor expectations.	
2.2	Develop and implement procedures to monitor visitor information where it is provided outside of the AVIC to ensure accuracy and currency.	
2.3	Document and report on the services provided by the AVIC to local operators, stakeholders and other organisations, including brochure display, promotions, referrals provided and other operations. This is to help reinforce the value of services provided by your visitor centre.	
2.4	Provide regular communications to Operators and Stakeholders providing tourism statistics and details of AVIC operations.	
2.5	Promote the Destination NSW consumer brand and consumer messaging as and when required to coincide with state wide promotions.	
2.6	Submit regional stories of interest to Destination NSW when requested for use in public relations.	






3. Signage

3.1	Include the words 'Visitor Information' in the name of the Centre. Additional words may be added where appropriate. The word 'Centre' in the name is desirable but optional.	
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PLEASE COMPLETE ALL CRITERIA CLEARLY MARK WITH A TICK WHERE APPROPRIATE

**Comply
Yes or No
(Please Tick)**

3.2	<p>Comply with the signage requirements for Accreditation including:</p> <ul style="list-style-type: none"> • Identification of the AVIC with the trademarked  sign in a highly visible position both on the exterior of the building and on a fixture dedicated for the purpose either in the grounds or close by. • Erection of advance direction trademarked  signs on both approaches to the AVIC on the nearest state or regional road or roads. Reassurance  signs on local approach roads to be installed to guide motorists directly to the centre. • Road signage is the responsibility of the AVIC. This includes the placement of  signs upon gaining accreditation as well as the removal of  signs. Should signage remain longer than three (3) months after de-accreditation then legal action may be instigated to ensure the removal of signs. <p>Location of signage on approach roads to the AVIC must be included in the "Chart Plan". It is essential that the geolocation of each sign be recorded.</p>	
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4. Australian Tourism Data Warehouse online (ATDW)

4.1	Operate ATDW - maintain current and accurate information on this system.	
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5. Visitation Research

5.1	Participate in research programs including collection of AVIC Visitor Data as required by the Accreditation Program.	
5.2	Conduct regular AVIC customer service satisfaction surveys and monitor and respond to online reviews	

6. Hours of Operation

6.1	<p>Open for at least 360 days per year for a minimum of 42 hours per week including at least 4 hours on both Saturdays and Sundays.</p> <p>Each AVIC may close for up to 5 Gazetted Public Holidays each year.</p>	
6.2	Provide information on accommodation, attractions and emergency help services, together with a local map in an appropriate location when the AVIC is closed.	

7. Services Offered

7.1	Display a map of the area within two hours driving radius.	
7.2	When attending to customer enquiries provide current knowledge of neighbouring regions and products to ensure a holistic visitor experience.	
7.3	Maintain information on coming events in your region.	
7.4	<p>Maintain and provide information on:</p> <ul style="list-style-type: none"> • Accommodation • Attractions • Dining • Other visitor amenities, including facilities capable of handling • people with disabilities. 	



PLEASE COMPLETE ALL CRITERIA CLEARLY MARK WITH A TICK WHERE APPROPRIATE		Comply Yes or No (Please Tick)
7.5	Provide local, regional and State wide information in response to visitor enquiries.	
8. Operational procedures		
8.1	Provide impartial and objective information as required by the Code of Ethics demonstrated in the Resource Guide.	
8.2	Ensure a best practice timely response to visitor and operator enquiries and complaints as outlined in your Operations Manual.	
9. Booking conditions		
9.1	AVICs must have the ability to facilitate bookings on behalf of customers.	
9.2	Ensure all bookings are completed in line with the procedure outlined within your Operations Manual.	
10. Merchandise		
10.1	Unless precluded by your Local Government Authority or other stakeholder offer relevant merchandise reflective of your local region.	
10.2	Document and implement merchandising policies and procedures.	
10.3	Where required ensure you hold all licences for products carried, (i.e. Liquor Licence, Food Safety Certificate etc.)	
11. Brochure Management		
11.1	Display and / or carry brochures from all local operators who meet local quality standards.	
11.2	Document and implement a brochure management system that includes policies and procedures for: <ul style="list-style-type: none"> · Acceptance of brochures (which may include a pay for display fee) · Display · Distribution · Supply (at your AVIC and other outlets if requested) · Removal of out-of-date brochures 	
11.3	Display and / or carry regional / state wide information brochures according to customer demand and space availability. Where space or other limitations apply alert customers to availability of regional / state wide information within the AVIC through use of appropriate signage.	



PLEASE COMPLETE ALL CRITERIA CLEARLY MARK WITH A TICK WHERE APPROPRIATE

**Comply
Yes or No
(Please Tick)**

12 Staffing		
12.1	Employ a minimum of one permanent staff member with at least one year's experience as a Tourism Officer or AVIC Manager, a minimum of one year's relevant management experience, or a relevant tourism, management, general management qualification or general management or tourism related degree.	
12.2	Develop and implement an Induction Program for all new staff including Customer Service expectations.	
12.3	Maintain a formalised system of ongoing local and regional product familiarisations and customer service and AVIC operations training.	
12.4	Maintain dress standards, in keeping with local requirements.	
12.5	Ensure all customer service staff and volunteers wear name badges.	
12.5	Ensure all customer service staff and volunteers wear name badges.	
12.6	Document and implement policies and procedures for human resource management including: <ul style="list-style-type: none"> • Staff recruitment • Job descriptions, roles and responsibilities • Staff rostering • Maintenance of personal records • Performance management • First aid & emergency response 	
13. Code of Ethics		
13.1	Observe a Code of Ethics that reflects the values of the Accreditation Program.	
14. Premises		
14.1	Locate AVIC on the main approach to a town or city, or in a prime position.	
14.2	Hold relevant Local Government approvals.	
14.3	Maintain AVIC grounds and premises to ensure they are in good order, appealing and safe.	
14.4	Provide adequate disabled access and facilities, as set out in Australian Standards 1428.1. Existing buildings may be exempted, but new buildings to comply.	
14.5	Provide adequate coach parking and car and caravan parking facilities that comply with Local Government requirements, either at the AVIC or in the near vicinity.	



PLEASE COMPLETE ALL CRITERIA CLEARLY MARK WITH A TICK WHERE APPROPRIATE

Comply
Yes or No
(Please Tick)

14.6	Provide staff facilities that comply with Local Government / industrial relations requirements.	
14.7	Provide adequate brochure and storage facilities to ensure presentation and compliance with WH&S standards.	
14.8	Provide an information / enquiry counter.	
14.9	Provide accessible public / staff toilets or access to same in close proximity.	
14.10	Hold relevant Local Government and Transport for NSW approval for signage.	

15. Enquiry Handling

15.1	Ensure adequate resources to handle and respond to all enquiries in a timely manner in accordance with your Operations Manual.	
15.2	Operate communications systems capable of handling the demands on the AVIC including: <ul style="list-style-type: none"> • Telephone Systems • After hours telephone answering system • Email • Internet • Standalone website or a presence on proprietor's website • Social media presence 	

16. Work Health and Safety

16.1	Document, communicate and implement Policies and Procedures for Work Health and Safety and Security in accordance with relevant legislation and to include as a minimum: <ul style="list-style-type: none"> • Risk Management Plan • Roles and Responsibilities of Employer / Employees • Information on Safe Working Practices / Procedures • Emergency / Evacuation Procedures • Incident / Accident Procedures including Log Book • First Aid Kit 	
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17 Insurance

17.1	Hold Public Liability Insurance (must include Volunteers) for a minimum of \$20 million.	
17.2	Hold Professional Indemnity Insurance that includes Volunteers.	

18 Financial Management

18.1	Accept credit cards and EFTPOS facilities, except when precluded by Council policy.	
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PLEASE COMPLETE ALL CRITERIA CLEARLY MARK WITH A TICK WHERE APPROPRIATE

Comply
Yes or No
(Please Tick)

18.2	Document and implement financial management systems for AVIC operations including: <ul style="list-style-type: none"> • Cash handling procedures • Credit card procedures • Details of bank accounts and credit card facilities • Merchandise sales • General bookkeeping processes and systems • Accounts payable, invoicing and banking • Sale refunds and terms and conditions 	
19 Asset Management / Equipment Maintenance		
19.1	Maintain an equipment maintenance schedule and a register of all AVIC assets.	
20 Environmental Protection		
20.1	Document and implement policies and practices for sustainable environmental protection.	



Central Coast Visitor Information Centre, The Entrance NSW. Photo supplied by Isaac Tseng.

ACTION PLAN



Should your application not meet all the accreditation criteria outlined in the self-assessment checklist please provide details of the steps you are taking to meet the criteria and provide any other supporting documentation you may have.

Note: A maximum of six months is allowed for finalisation of action proposed.

Criteria Number	How is Criteria Not Met?	Why Criteria is Not Met?	Proposed Action	Deadline

REQUEST FOR TEMPORARY OR MOBILE VISITOR INFORMATION BOOTH



Name of Accredited Visitor Information Centre:

Address:

Contact:

Position:

Phone: Email:

WHAT IS THE REQUEST FOR? (PLEASE TICK)


TEMPORARY BOOTH	<input type="checkbox"/>
<i>(Tick which you will be using)</i>	
Freestanding table	<input type="checkbox"/>
Caravan	<input type="checkbox"/>
Trailer	<input type="checkbox"/>
Other (please specify)	<input type="text"/>
<input type="text"/>	
<input type="text"/>	
What is the date of the Event:	<input type="text"/>
Total number of days the booth will be open per year:	<input type="text"/>
Hours the booth is to be open each day or at each event:	<input type="text"/>

MOBILE BOOTH	<input type="checkbox"/>
<i>(Tick which you will be using)</i>	
Freestanding table	<input type="checkbox"/>
Other (please specify)	<input type="text"/>
<input type="text"/>	
<input type="text"/>	
Proposed schedule of hours of operation of mobile booth: (please attach)	<input type="text"/>
Location (and/or route) of mobile booth: (please attach)	<input type="text"/>
<input type="text"/>	

ONCE COMPLETE PLEASE RETURN THIS FORM TO
admin@thetourismgroup.com.au

CRITERIA CHECKLIST FOR TEMPORARY OR MOBILE VISITOR INFORMATION BOOTH



	Criteria Checklist for Application	Requirements	Yes or No	Signature
1	The application is supported by your NSW Destination Network or your Local Government Association.	NSW DN or LGA to sign this application below		
2	Links and promotes the location of the permanent AVIC by displaying a sign. An example of such a sign: "This temporarily accredited information centre is a part of the insert name of centre".	Signing of form		
3	Every effort is made to adhere to the NSW AVIC Signage Policy and Accreditation Criteria as relevant and practicable.	Signing of form		
4	Will only operate within the township of the AVIC. If another AVIC operates within the same area, the temporary or mobile booth will not encroach on the activities or patronage of that AVIC unless by agreement.	If operating in another AVIC area they are to sign this application below		
5	The AVIC is covered by public liability for offsite work.	Please attach copy of Public Liability certificate.		
6	The AVIC's 'Risk Management Plan and Procedures' covers the use of a mobile facility	Signing of form		
7	The AVIC has instigated safe working procedures for the temporary or mobile booth. Guidelines have been produced for staff detailing: a. Suggested locations b. Set up procedures c. Staffing of booth d. Operations and packing down e. Securing moveable objects for both transportation and during the booths / mobile services use.	Signing of form		
8	The  sign is used to promote the booth/mobile service	Signing of form		

Criteria 1: Signature of supporting Destination Network or Local Government Association

Name: Title:

Organisation:

Signature: Date:

Criteria 4: Agreement by neighbouring AVIC to operate in their region

Name: Title:

Organisation:

Signature: Date:



An additional eligibility section must be submitted by regional airports that would like to display the trademarked sign. There are a number of criteria that need to be met by these AVICs as they are not open the minimum 42 hours per week. Your regional airport AVIC must satisfy all of the items in the AVIC accreditation criteria as specified in the application form except criteria 6, Hours of Operation. Additional criteria is also required to be met and is shown in the check list below.

It is expected that AVICs will meet all of the criteria in full prior to lodging this application form for regional airport accreditation. There may however, be extenuating circumstances for why your AVIC does not meet all of these criteria at the time of lodging this application. If so, you must complete the action plan at the end of this application form. In this action plan, please explain these circumstances and specify the actions you are taking to ensure that your AVIC does meet these criteria in the near future. Please note that the success (or otherwise) of your application will depend on the number and type of actions specified in your action plan.



Visitors at the Hunter Valley Visitor Information Centre. Photo sourced from Cessnock City Council.

REGIONAL AIRPORT CRITERIA – APPLICATION FORM



As an applicant of regional airport AVIC accreditation, agrees to and understands the following:

REGIONAL AIRPORT ACCREDITATION ESSENTIAL CRITERIA

1) The basic criteria required to seek this form of accreditation status is that there is a gap of at least four hours between the departure and arrival of any flight from the airport during accepted business hours. Does the AVIC meet this criteria?

Yes No

2) A full schedule of flight arrivals and departures must be attached to the application. Is it attached?

Yes No

3) Future notification of changes to the flight schedule must be submitted to the AVIC Program Manager within 14 days of the change. Do you agree to submit the schedule within 14 days of the change?

Yes No

4) A regional airport AVIC applying for this accreditation status should be attached as a satellite to an accredited AVIC in the region or town and may not be a standalone AVIC. Is this AVIC attached to an accredited AVIC?

Yes No

5) All other accreditation criteria is met.

Yes No

6) There will be an increased emphasis on the provision of after-hours information needed to achieve this accreditation status and the Program Manager will advise you of these requirements. Has the Program Manager advised you of these requirements?

Yes No

7) Consideration should be given of the potential for non-airport users to visit the AVIC e.g. drive tourists.

Yes No

8) A Regional Airport AVIC approved under these criteria would need to have the added requirement for review every six months due to the propensity for airline schedules to change.

Yes No

TO BE SIGNED BY THE AVIC MANAGER AFTER COMPLETING THE APPLICATION FORM.

I declare that the information provided in this Regional Airport section is true and correct

Name:

Position:

Sign: Date:

ACTION PLAN



Should your regional airport application not meet all the accreditation criteria please provide details of the steps you are taking to meet the criteria and provide any other supporting documentation you may have.

Note: A maximum of six months is allowed for finalisation of action proposed.

Criteria Number	How is Criteria Not Met?	Why Criteria is Not Met?	Proposed Action	Deadline

CHANGE OF OWNERSHIP TEMPLATE



The Tourism Group

Attention: NSW Visitor Information Centre Accreditation Program Managers

Email: admin@thetourismgroup.com.au

Date

RE: CHANGE OF BUSINESS OWNERSHIP

This letter is to advise that I (Name of new owner)
have purchased the Business (Name of business)
from (name of previous owner) on (date of sale)

Our business is located (complete address of business, include name of AVIC).

Our postal address is (postal address or same as above).

Our contact details are:

Phone: Fax:
Email: Website:

Enclosed are copies of our Accredited Visitor Information Centre's:

- Insurance Certificates (PI & PL)
- Certificate of Incorporation (if applicable)
- Proof of Ownership Documents
- Relevant Operating Licences
- Business & Marketing Plan
- Action Plan (If applicant does not meet all criteria - include supporting documentation where appropriate).
- Photo of signage (Where changed from previous owner)

Please find set out below a signed declaration stating that I shall adhere to the requirements of the Accreditation requirements of the Accredited Visitor Information Centre Network.

Signed: Owner

Name:
Signature:
Date:

Signed: Endorsing Council

Name:
Signature:
Date: