

MADE BY NATURE  **Fleurieu Coast**
Visitor Centre



Volunteer Information Kit

Fleurieu Coast Visitor Information Centre

163 Main South Road / PO Box 9

Yankalilla SA 5204

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Web: www.visitfleurieucoast.com

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Volunteering

Welcome and thank you for your interest in becoming a volunteer with the District Council of Yankalilla.

Volunteering can be defined as people undertaking activities:

- Of their own free will
- Without payment
- Which will be of benefit to the Community
- Which complement but do not replace the activities of paid staff

In wishing to live their lives to the full, many people have the desire to give voluntarily of their time in some form of socially acceptable and satisfying activity of their own choosing. Local Government and Local Service Organisations are a popular choice for many.

Volunteers often have varying backgrounds and bring with them many diverse experiences and skills that can benefit an organization.

The District Council of Yankalilla appreciates the wide range of volunteers who bring with them skills, knowledge and experience to add to the quality of community life in our district.

History of the VIC

The Yankalilla District Visitor Information Centre was officially opened on December 17th 1997 by the Chairman of the District Council of Yankalilla, Mrs Wendy Hunt. The quaint cottage style Information Centre is located next to a busy Foodland shopping centre in Main Street Yankalilla.

In December 2008 the centre moved to Shop 5 Edwards Avenue Normanville plaza where it remained until April 2010 when it moved in to its brand new purpose built centre at the Yankalilla District Historical Museum site.

The VIC took over the opening and closing of the Museum as of 26th June 2010 so visitors to the area can have the pleasure of entering the museum 7 days a week where previously it was only open on Sundays. The new VIC was officially opened on July 11th 2010 by Jamie Briggs MP federal member for Mayo. The VIC was awarded Gold in 2018 at the South Australian Tourism Awards, following on from a Silver win in 2017 and Bronze in 2016.

About the VIC

The Fleurieu Coast Visitor Information Centre is usually the first point of contact for visitors to the region and as such is a showcase for the area. Our aim is to provide an efficient, effective and comprehensive information service for visitors, the local community, businesses and the general public. First impressions are lasting impressions and for this reason we aim at all times to be both friendly and welcoming to all people who make enquiries at the Centre.

We aim to maintain the highest possible standards of professionalism, courtesy and service in all aspects of our work at all times.

Volunteering at the VIC

The Fleurieu Coast Visitor Centre recognises the important contribution of all the volunteer staff at the centre. The Council values your involvement and commitment to enhancing visitor experiences to the district. The Visitor Information Centre is also a resource for the local community. Many in the community also appreciate your efforts.

There are many benefits to volunteering at the Fleurieu Coast Visitor Centre.

Some of these are:

- Meeting new and interesting people from all over the world
- Increasing levels of confidence when dealing with 'people or unfamiliar situations'.
- Increasing knowledge of the surrounding area and what it has to offer.
- Feeling good about helping out in the community.

Please be aware that as a valuable volunteer, we cannot recommend any tourism product or service, our objective is to provide visitors with fair and impartial advice on all businesses. To assist you with this we have a series of brochures, which cover a range of topics including:

- Accommodation
- Attractions and activities
- Outdoor activities, fishing spots, picnic areas, BBQS and golf courses
- National Parks, State Forests, lookouts and beaches
- Arts and crafts, plant nurseries and wineries

The Skills and Abilities we are looking for in new volunteers are:

- Confidence in cash handling
- A working knowledge of computers and the internet
- Physically able to move the A frame signs, flags and open museum roller doors
- Confident when speaking to visitors face to face and on the phone
- Willing to learn new things
- Reliable and punctual
- Self motivated
- Act as a positive ambassador for the District Council of Yankalilla
- Appropriate personal presentation for working within a customer service environment
- Good communication and interpersonal skills
- Effective organisational skills
- Ability to work as part of a team

If you think you have the above skills we want you!

Duties that VIC volunteers are required to undertake are:

- Offer a professional, friendly welcome to all visitors entering the Visitor Information Centre
- Provide an accurate, professional information service to all visitors to the area - in person, by email, on the telephone
- Promote the regions of Yankalilla, Fleurieu Peninsula and Kangaroo Island with confidence
- Provide unbiased information on all businesses
- Process booking for accommodation, tours, events tickets and packages
- Process Sealink bookings
- Compile and distribute relevant information packs in response to tourist enquiries
- Maintain and improve local knowledge by attending meetings and family trips and reading relevant literature
- Record your name on the roster. If unable to attend arrange a replacement or contact the on-duty volunteer
- Ensure the Visitor Information Centre is neat, tidy and the brochure racks are well stocked at all times
- Complete cash and EFTPOS transactions
- Ensure accurate records are kept
- Comply with relevant Council policies and procedures
- Operate in compliance with OH&S legislation, regulations, practices and standards
- Follow procedures in the Centre's Operations manual
- Participate in a minimum of 3 volunteer meetings per year for your own information and input
- Participate in a minimum of 2 familiarisation tours of the district per year
- Attend Customer Service Training

Volunteer Rights

- To be regarded as a co-worker. To be recognised for your contribution
- To be provided with ongoing training to assist you with your work within the Centre at no cost to yourself
- To be provided with support and direction from paid staff of the Centre
- To be kept up to date with information about the Centre and any new developments or initiatives
- To have your ideas and concerns listened to
- To work in a safe environment
- To know who you are accountable to
- To be covered by public liability and personal accident insurance
- To be able to say no to unfair demands made on you from co-workers either paid staff or other volunteers

Volunteer Responsibilities

- To provide friendly, accurate, unbiased information
- To ensure that all cultures are treated with respect and made to feel welcome

- To follow procedures in the Centre's Operations manual
- To respect confidentiality
- To be reliable
- To participate in a minimum of 3 volunteer meetings per year for your own information and input
- To participate in a minimum of 2 familiarisation tours of the district per year
- To advise of periods of unavailability.
- To attempt to find a replacement if unable to undertake a rostered shift. Advise the Manager if a replacement has not been found
- To accept reasonable direction and supervision from paid staff
- To follow Occupational Health and Safety procedures
- To respect your co-workers rights
- Avoid becoming over committed
- To speak positively of all businesses / attractions within the area.
- Be unbiased in your recommendations

Legal Issues

All staff (including volunteer staff) are covered by a personal accident policy with Council. Under Occupational Health and Safety Legislation, volunteers are deemed to be employees. As such, volunteers have the same rights and responsibilities in relation to safe work practices and insurances.

Application process

1. Complete and return your volunteer expression of interest form and signed position description.
2. The VIC Coordinator will contact you to arrange a suitable time for an interview.
3. Attend Volunteer interview
4. You will receive a letter advising if you have been successful in gaining a volunteer position.
5. If you are successful you will be given your induction date and time.
6. Attend your induction and first training session. New staff undergo one to one training with an existing volunteer staff member to become familiar with the operation of the centre.
7. New staff undertake a 3 month trial/probationary period. At the end of the 3 months the coordinator will interview the volunteer to make sure they are fitting in with the team and are capable of performing all the task that are listed in the job description. On completion of a successful probationary period the volunteer will be signed off to undertake shift by themselves if required and given a uniform and name badge to wear.

If you have any queries at all, please do not hesitate to make contact at any time.

Natalie Morris

VIC Coordinator, Fleurieu Coast Visitor Centre

POSITION DESCRIPTION
FLEURIEU COAST VISITOR INFORMATION CENTRE
CUSTOMER SERVICE VOLUNTEER

Duties and Responsibilities

- Offer a professional, friendly welcome to all visitors entering the Visitor Information Centre
- Provide an accurate, professional information service to all visitors to the area - in person, on email, on the telephone
- Promote the regions of Yankalilla, Fleurieu Peninsula and Kangaroo Island with confidence
- Provide unbiased information on all businesses
- Process booking for accommodation, tours and event tickets
- Process Sealink bookings
- Compile and distribute relevant information packs in response to tourist enquiries
- Maintain and improve local knowledge by attending meetings and family trips and reading relevant literature
- Record your name on the roster. If unable to attend arrange a replacement or contact the on-duty volunteer
- Ensure the Visitor Information Centre is neat, tidy and the brochure racks are well stocked at all times
- Complete cash and EFTPOS transactions
- Ensure accurate records are kept
- Comply with relevant Council policies and procedures
- Operate in compliance with WHS legislation, regulations, practices and standards

Skills / Abilities Required

- Reliable and punctual
- Self motivated
- Act as a positive ambassador for the District Council of Yankalilla
- Appropriate personal presentation for working within a customer service environment
- Good communication and interpersonal skills
- Effective organisational skills
- Ability to work as part of a team
- Confidence in cash handling
- A working knowledge of computers and the internet
- Physically able to move the A frame signs, flags and open museum roller doors
- Confident when speaking to visitors face to face and on the phone
- Willing to learn new things

Special Requirements

- All new volunteers will undergo a trial period of three months
- All volunteers are required to wear the name badge provided
- All volunteers are required to wear the uniform provided
- Maintain confidentiality on sensitive issues
- Always promote the District Council of Yankalilla in a positive light

Time Commitments / Location

- Fleurieu Coast Visitor Information Centre, 163 Main South Road Yankalilla
- Opening hours: Mon to Fri: 9am - 5pm;
Sat, Sun, Public Hols: 10am - 4pm
- Shifts are 3 or 4 hours each
- A minimum of one shift per week is preferred

Benefits

- Learn more about your region
- Be an ambassador
- Be part of a vibrant team
- Opportunities to improve skills
- Participate in local tours
- The Visitor Information Centre is registered with Centrelink as a Voluntary Work Initiative provider

Training / Support

- Training is provided on operational procedures and all other required work practices
- Support provided by fellow volunteers and Council staff
- Attend relevant training programs – 20 hours per year

Line of Management

Team Leader – Tourism & Events
Natalie Morris
Ph: 8558 0240

Group Manager – Economic, Tourism & Community
Lisa Pearson
Ph: 8558 0200

I,..... declare that I have read and understood the
above information

.....

(Volunteer Signature)

(Date)